

Long Term Care
Now and the Next Generation

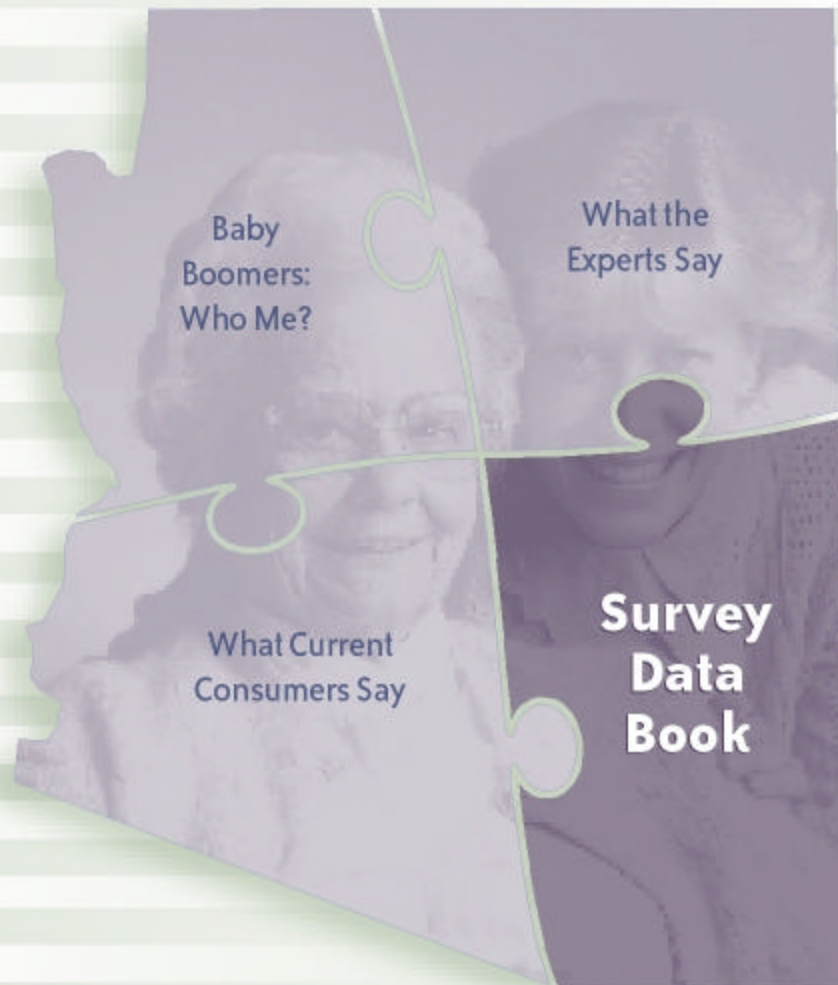


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I. How to Use the Data Book

How to Use the Data Book

This book is organized into major sections to facilitate ease of reading. The major sections are listed in the *Table of Contents* and are labeled. Within each section, the results are presented following the order of the questions in the survey pertaining to that particular section. For example, questions related only to Case Managers are presented, usually, by question order in the Case Manager section. Some exceptions to this ordering have been made when questions that are very related appear far apart within the survey. In addition, questions related to overall satisfaction (e.g., Question 41– Overall Satisfaction with the Case Manager) are presented first, though they appear in the survey at the end of each section. The sample selected for the 2001 survey consisted of those members from Phase II who were still eligible for inclusion in the study and those individuals who recently enrolled in an AHCCCS health plan. The two main populations of members in a nursing facility (NF) and those in a home or community based setting (HCBS) were maintained, as was the age group representations of 18-64 and 65 and older. Since the number of members who changed health plans was small (352, or about 7 percent), they were all included in the sample regardless of being contacted in Phase II or not.

For current placement, HCBS includes respondents living at home, in assisted living facilities (ALF) or in adult foster care (AFC). The data for these HCBS components (i.e., home, ALF and AFC) have been combined to provide more meaningful results.

Since this is a follow-up survey (the first survey was conducted in 2000), the results of the 2000 survey are presented along with the 2001 survey results, when available. Some questions for the 2001 survey are new.

The demographic and sampling section (i.e., Section II) graphically depicts the overall eligible population, the sampled population and the respondents from the sampled population. This information was contained in the Arizona Long Term Care System's (ALTCS) data and was supplied for the entire eligible population prior to sampling. Once surveys were completed, the data from ALTCS was merged with the surveyed member. Characteristics of respondents and non-respondents are reported separately at the end of Section II using this merged ALTCS data.

Each graph in Sections III and IV includes the survey question number, a brief description of the question and the total number of respondents to that question. Section III considers proxy involvement, survey understanding, health status and living choices. The results to the main questions of the survey can be found in Section IV. In addition to displaying the percentages, each graph shows how respondents answered the question. Due to rounding, percentages on the graphs may not total to 100 percent.

All of the questions were not answered by all of the respondents. This occurs for a variety of reasons. For example, some questions pertain to only those consumers living in a nursing facility, while other questions may be restricted by proxy or age group. Questions about cultural needs (e.g., Question 72 – How satisfied are you that the doctor takes your special cultural needs into consideration?) frequently were answered as “Does Not Apply.” Such responses are excluded from the analysis so as not to skew the distribution of those who answered the question.

Some consumers (or proxies) may have simply chosen not to answer particular questions. In these instances, the survey is still valid, but the respondent is removed from the denominator for that particular question. No attempt was made to determine why a specific question was unanswered. Finally, a few questions had too few responses to be meaningful and, therefore, are not presented. For example, Question 133 (If your complaint has not been settled, have you been informed about how to get help from AHCCCS?) only had eight responses.

The footnote for each graph may or may not include a reference to a “p-value.” This is displayed only when there is a statistical difference by the specified category (e.g., age group or current placement). A p-value that is less than 0.05 is considered to be statistically significant. For example, Question 73 concerns Overall Satisfaction with the Doctor and is statistically different (p-value = 0.005) between consumer and proxy respondents. However, the results are not statistically different between survey years (i.e., consumer and proxy respondents were consistent in their responses for each year). Further analysis reveals that consumers tended to rate the satisfaction with their doctors somewhat higher than the proxy respondents did. Question 50 (Do you have one person you think of as your doctor?) shows that consumers are much more likely to be able to identify their doctors (p-value = 0.007). Further analysis reveals that proxy respondents tended to rate the satisfaction with their doctors somewhat higher (or 1 percent higher) than the consumer respondents did.

As of October 2000, two additional health plans began accepting ALTCS consumers. At the end of Section IV, questions about open enrollment, or why the consumer changed health plans, were examined

II. SAMPLING AND DEMOGRAPHICS

Arizona Long Term Care System's (ALTCS) Consumer Satisfaction Survey in Maricopa County

Summary of 2000 and 2001 Sampling Methodology

Eligible Population

The final eligible population for the 2000 survey was 6,925 consumers. As of May 2001, approximately 24 percent (1,664) of the eligible population were either deceased or no longer eligible. Therefore, the final eligible population for the 2001 survey was 5,261 consumers.

AHCCCS provided the database of 5,261 members who met the eligibility criteria to Health Services Advisory Group, Inc. (HSAG). The eligibility criteria included members who were 18 years of age and older, who had been continuously enrolled in the ALTCS program for at least one year with no more than a one-month (i.e., 30 days) gap in enrollment and who were currently enrolled in the program.

Response Rate

For the survey conducted in 2000, the mortality rate for the ALTCS population was expected to be approximately 10 percent per year, and the survey was expected to yield a 70 percent response rate. HSAG subcontracted with Arizona State University (ASU) to perform the actual survey. The 70 percent response rate was recommended by ASU, with general agreement from AHCCCS based on a prior survey. The surveys were completed by telephone. When a member could not respond, a proxy was surveyed. The final sample size in 2000 consisted of 1,031 respondents, representing a 69 percent response rate. The dropout rate (i.e., mortality or loss of eligibility) for the 2000 survey sample of 1,031 respondents was nearly 13 percent, or 130 members.

The 2001 survey utilized the same methodology for 1,413 consumers. Only 1,121 consumers were actually eligible for the survey (i.e., 287 consumers either were deceased or lost eligibility prior to the administration of the survey). The response rate for the 2001 survey was 75 percent and had a final sample size of 844 respondents out of the 1,121 eligible members in the sample.

Sample Selection

The sample selection criteria for the 2001 survey were similar to that of the 2000 survey. (Following this section, are two flow diagrams illustrating the survey selection for the two surveys.) Two main populations were determined to be of interest to AHCCCS; those members in a nursing facility (NF) and those in a home or community based setting (HCBS). These two settings were initially proportionately stratified. Additionally, sampling was to be performed to provide adequate age group representations for comparison. However, since this was a follow-up survey, consumers who responded to the 2000 survey were automatically selected for the 2001 sample.

Another area of focus was on those members who changed health plans once they were given the choice. This number was small (only 352, or about 7 percent of the remaining eligible 5,261 members). After the initial sampling was completed, all members who changed health plans were added to the sample.

A final sample size of 1,413 members was drawn for the survey. The eligible population distribution showed 52 percent of the 1,413 members were in a NF and 48 percent were HCBS. The distribution by age group for the eligible population was 26 percent for 18-64 years of age, and 74 percent for 65 years and older. The initial sample of 1,413 (or 26.9 percent of the eligible population) was designed to account for mortality and non-response (including an oversample for consumers in the 18 to 64 year age group) and is displayed in the table below.

Sample Size for 2001 Survey

Current Placement	18-64	65+	Total
NF	215	484	699
HCBS	285	429	714
Total	500	913	1,413

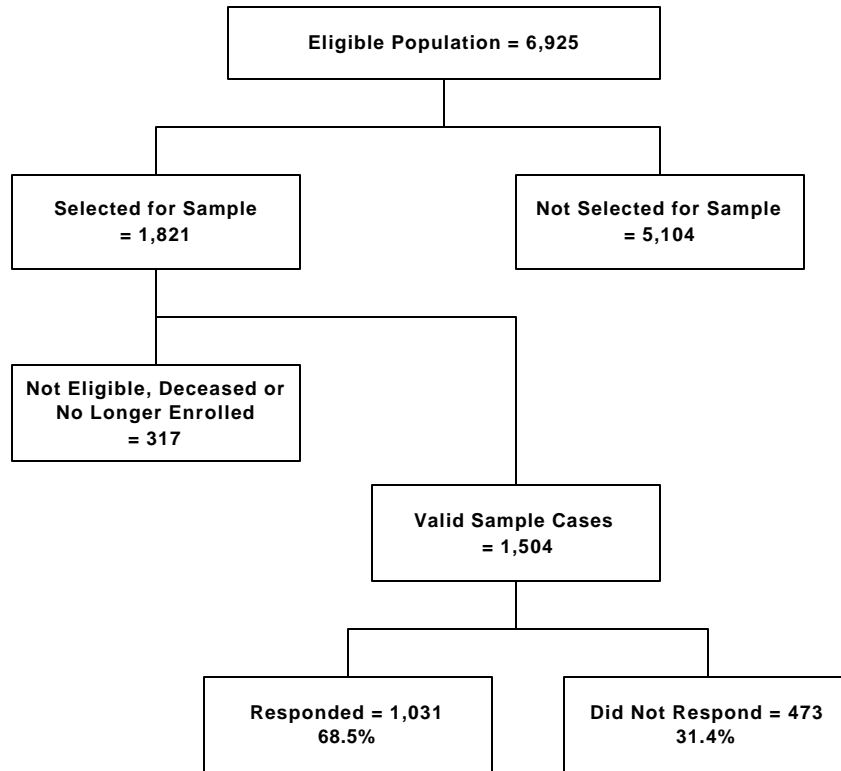
Sample Size for Baseline Survey (2000)

	18-64	65+	Total
NF	405	629	1,034
HCBS	314	473	787
Total	719	1,102	1,821

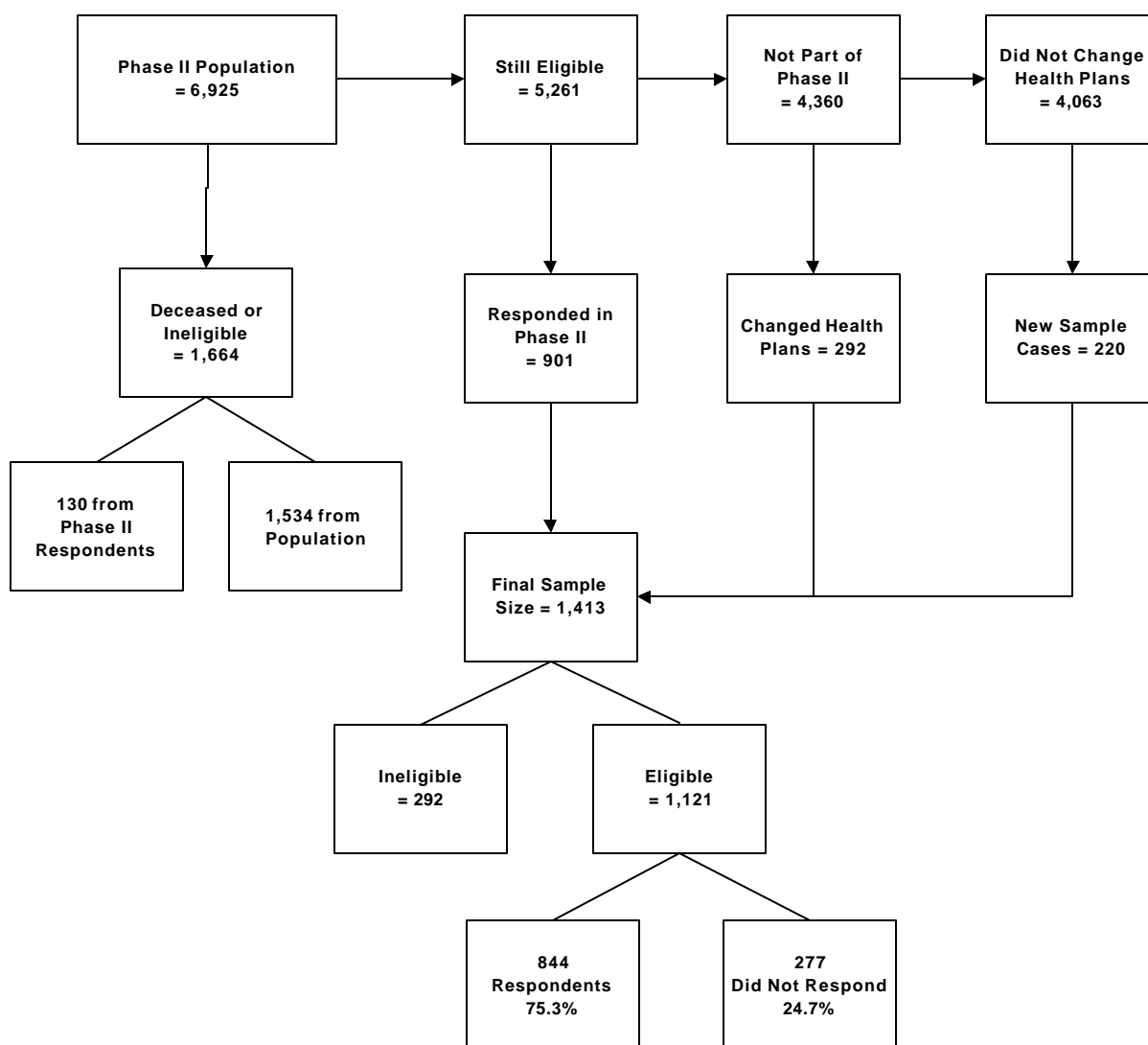
Characteristics of Respondents and Non-Respondents

The final sample size consisted of 1,413 ALTCS consumers. There were 844 respondents to the survey and 282 consumers who did not respond (287 of the non-respondents were actually ineligible for the survey because they had died or were no longer members at the time the survey was conducted). The differences between the respondents and the non-respondents are presented at the end of this section. Demographic characteristics, such as age, gender and current placement, showed no difference between respondents and non-respondents. However, of those 844 consumers who responded, about half (or 49 percent) were in a nursing facility. Among the 352 eligible consumers who changed health plans, 174 (or 49.4 percent) responded to the survey.

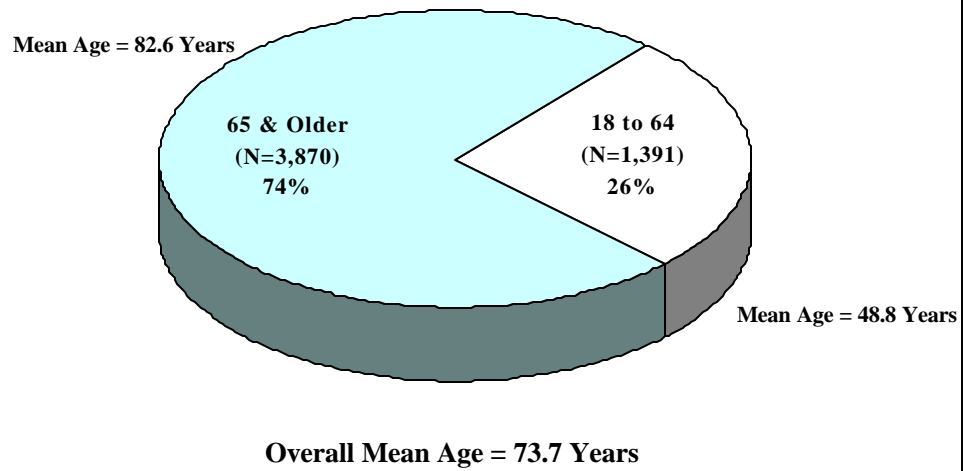
2000 ALTCS SURVEY SAMPLING PROCESS



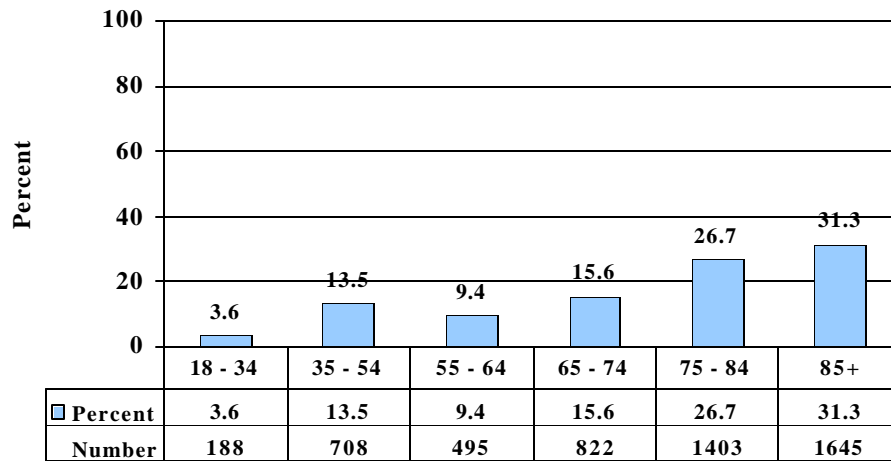
2001 ALTCS SURVEY SAMPLING PROCESS



2001
Distribution of Age
Total Eligible Population of 5,261

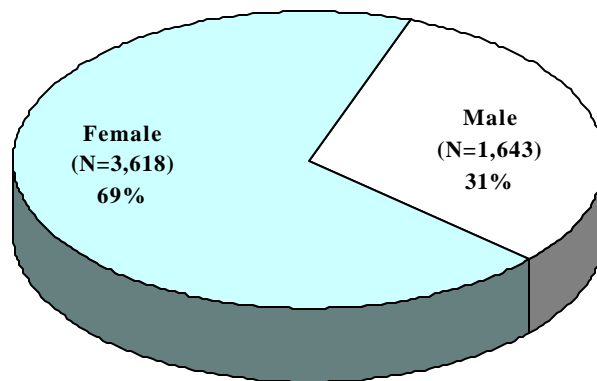


2001
Distribution of Age Groups by Category
Among All 5,261 Eligible Members

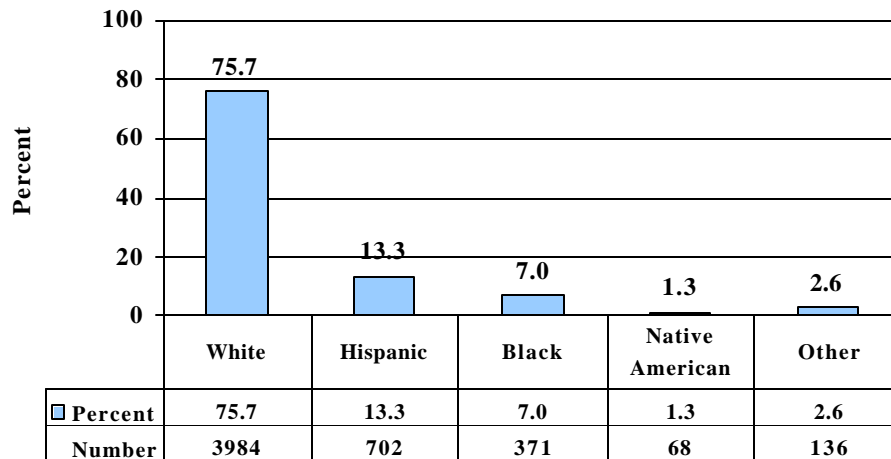


Mean Age = 73.7 Years

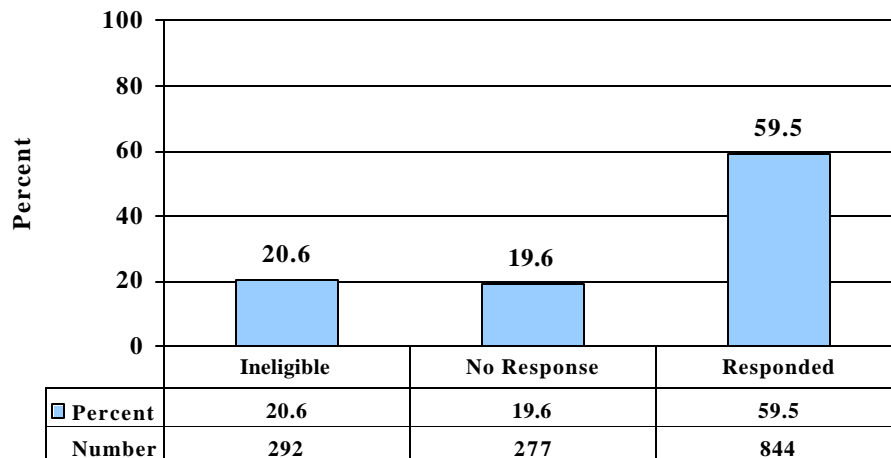
2001
Distribution of Gender
Total Eligible Population of 5,261



2001
Distribution of Race / Ethnicity
Total Eligible Population of 5,261



2001 Response Rates
Original Sample Size = 1,413 or 26.9% of the
Eligible Population (N = 5,261)

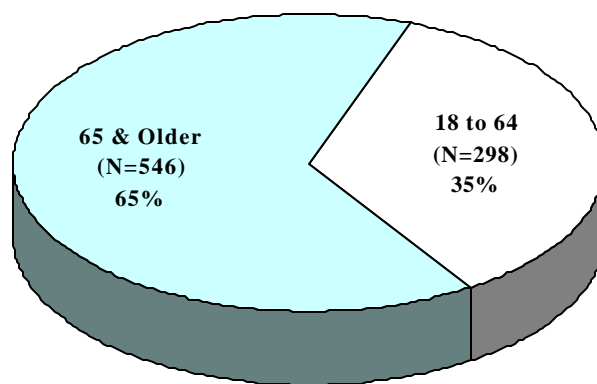


Final Response Rate = 844 / (1,413-292 Ineligible) = 75.3%

2001 Sample Selection

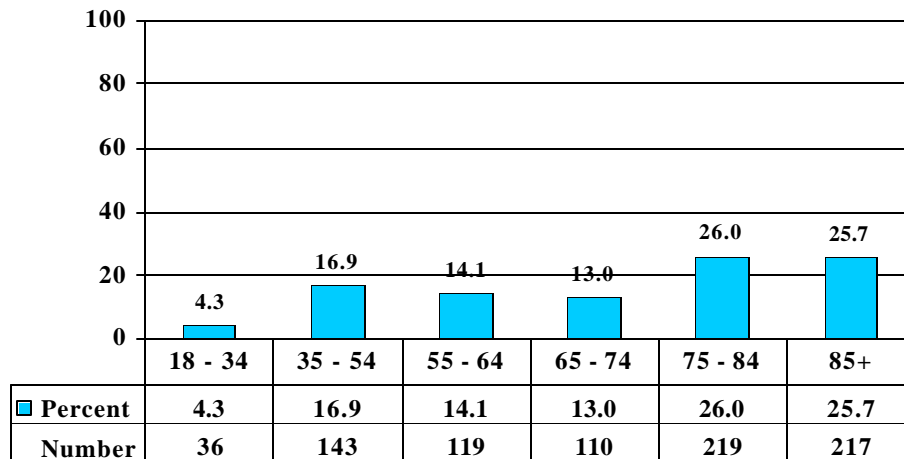
- **Eligible Population (N = 5,261)**
 - **Continuously Enrolled in ALTCS at Least One Year and Currently Still Enrolled**
 - **Allowed Only A One Month Gap in Enrollment**
 - **Must be at Least 18 Years of Age**
- **Stratified Random Sample (N=1,413)**
 - **Nursing Facility (NF) or Home/Community Based Services (HCBS)**
 - **Age Groups of 18-64, and 65 Years of Age or Older**

2001 Distribution of Age Among All 844 Respondents

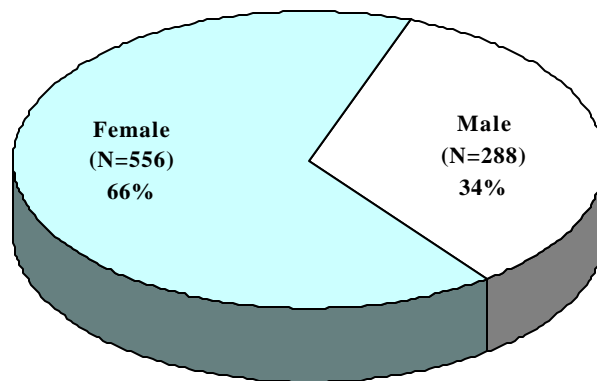


Mean Age = 70.8 Years

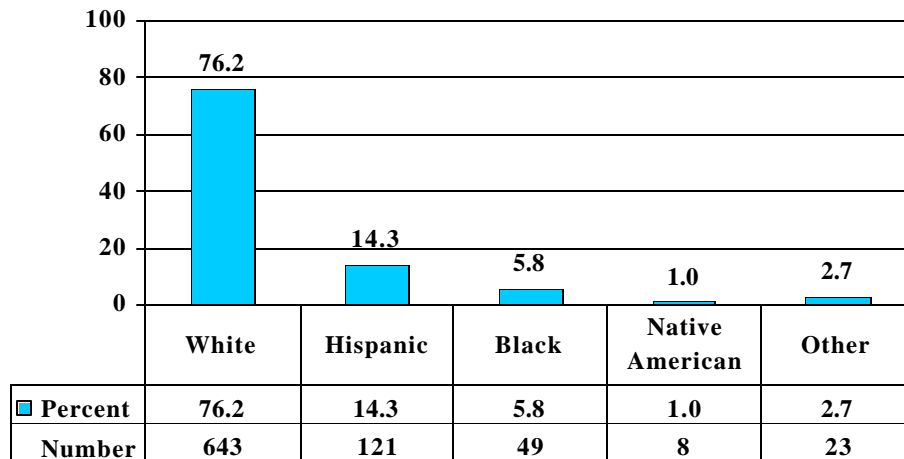
2001
Distribution of Age Groups
Among All 844 Respondents



2001
Distribution of Gender Among
All 844 Respondents



2001
Distribution of Race/Ethnicity
Among All 844 Respondents



2001
Characteristics of Respondents
in the ALTCS Survey

Eligible Population (N=5,261)

- **74% Over Age 65**
- **69% Female**
- **52% in Nursing Facility**
- **48% in HCBS**
- **7% Changed Health Plans During Open Enrollment**

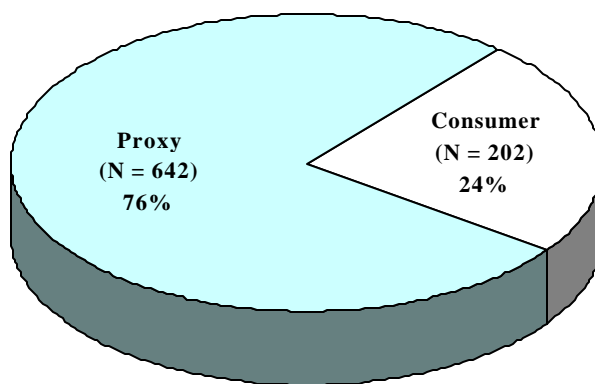
Respondents (N = 844)

- **65% Over Age 65**
- **66% Female**
- **50% in Nursing Facility**
- **50% in HCBS**
- **21% Changed Health Plans During Open Enrollment**

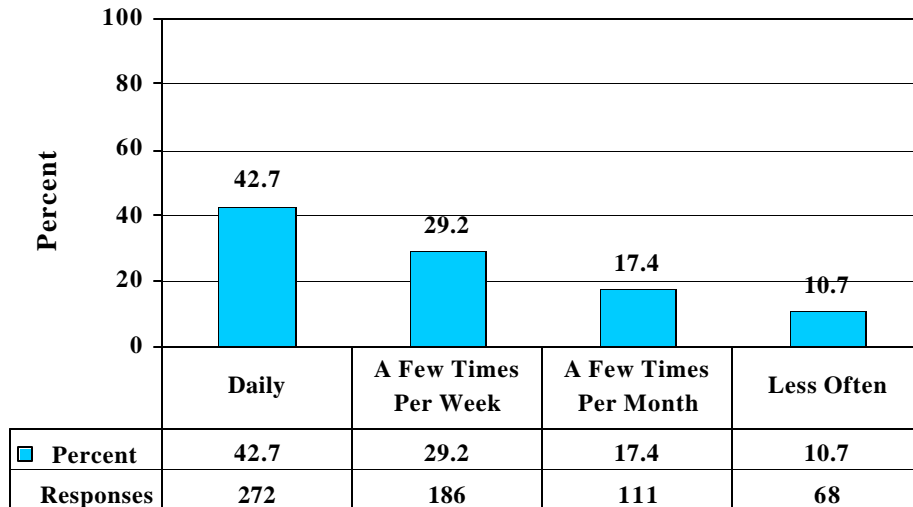
2001
Characteristics of Respondents Versus
Non-Respondents in the ALTCS Survey

Respondents (N=844)	Non-Respondents (N=569)
<ul style="list-style-type: none"> • 65% Over Age 65 • 66% Female 	<ul style="list-style-type: none"> • 65% Over Age 65 • 64% Female
<ul style="list-style-type: none"> • 49% in Nursing Facility • 51% in HCBS 	<ul style="list-style-type: none"> • 50% in Nursing Facility • 50% in HCBS
<ul style="list-style-type: none"> • 21% Changed Health Plans During Open Enrollment 	<ul style="list-style-type: none"> • 31% Changed Health Plans During Open Enrollment

2001
 Question 1: Is Respondent the Consumer or a Proxy?
 Total Respondents = 844



2001
Question 201: Degree of Proxy Involvement
 Total Respondents = 637

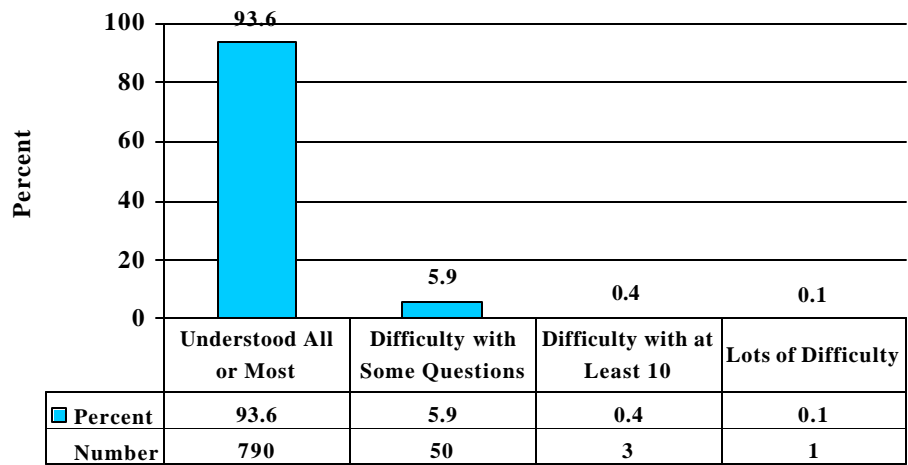


Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. There were 642 proxy respondents for the survey.

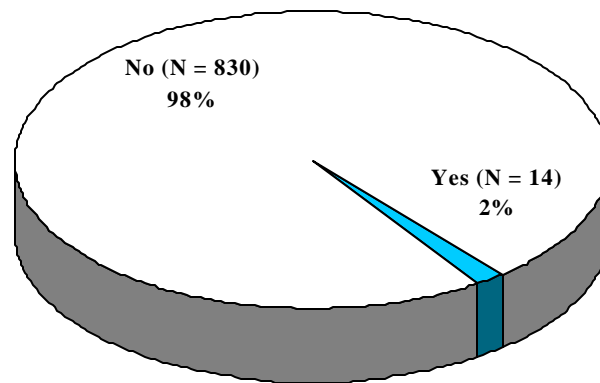
III. GENERAL CHARACTERISTICS AND FINDINGS BY TYPE OF RESPONDENT AND HEALTH STATUS

UNDERSTANDING OF THE SURVEY

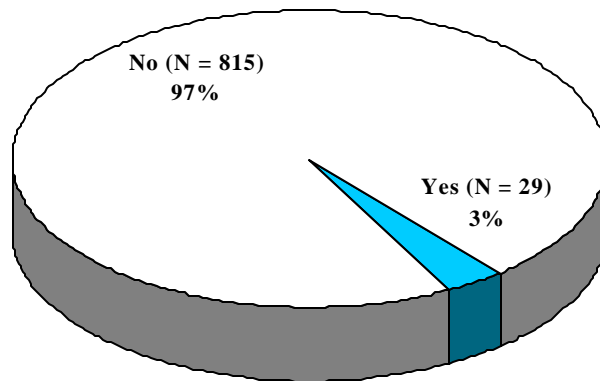
Question 400: Interviewer's Rating of Respondent
Total Respondents = 844



Question 401A: Interviewer's Rating
Was Language a Problem?
Total Respondents = 844



Question 401B: Interviewer's Rating
Was Hearing a Problem?
Total Respondents = 844

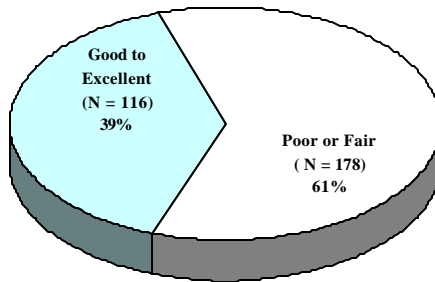


HEALTH STATUS

Survey 2001
Question 5: Current Health Status,
by Age Group

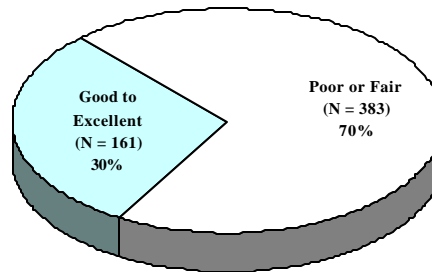
Total Respondents = 838

Total Respondents = 294



18 – 64 Years of Age

Total Respondents = 544



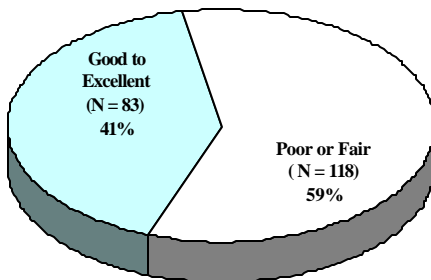
65 Years of Age or Older

Notes: Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.004

Survey 2001
Question 5: Current Health Status,
by Respondent

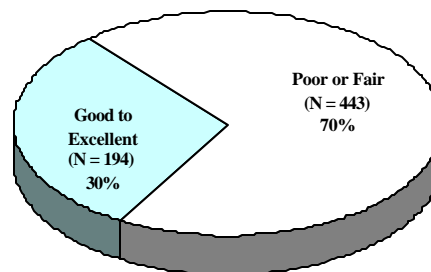
Total Respondents = 838

Total Respondents = 201



Consumer Respondent

Total Respondents = 637

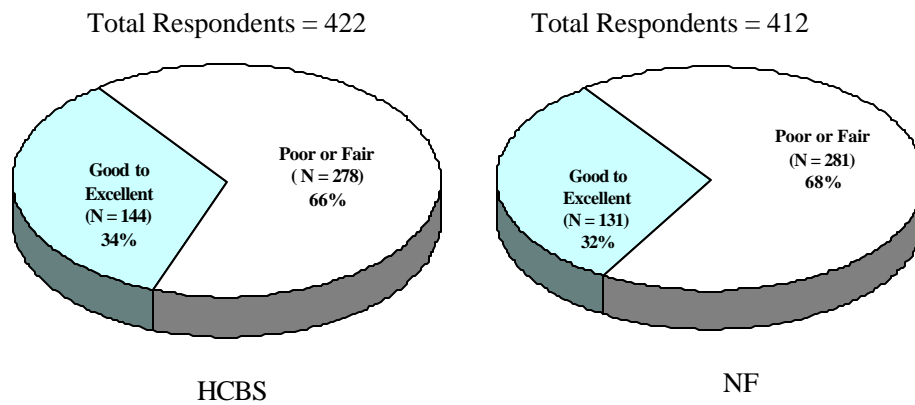


Proxy Respondent

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Survey 2001
Question 5: Current Health Status,
by Current Placement

Total Respondents = 834



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

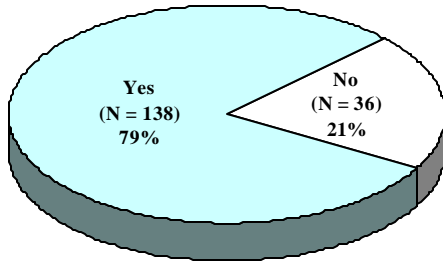
IV. RESULTS OF THE CONSUMER SATISFACTION SURVEY

CASE MANAGERS

Survey Year 2001

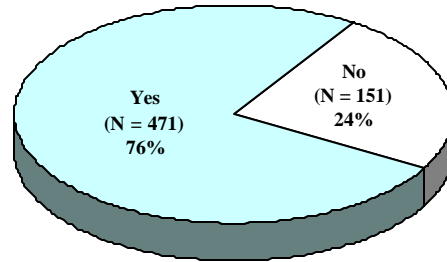
Question 10: Do Consumers Know Their Case Manager, Comparison Between Consumers Who Changed and Who Did Not Change Health Plans

Total Respondents = 174



Changed Health Plans

Total Respondents = 622

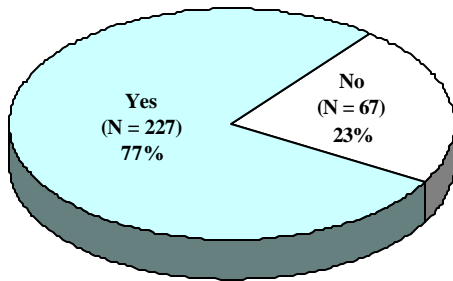


Did Not Change Health Plans

Note: Not all questions were answered by all respondents.

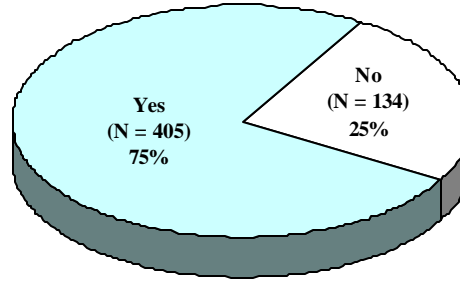
Survey Year 2001
Question 10: Do Consumers Know Their Case Manager,
by Age Group

Total Respondents = 294



18 - 64 Years of Age

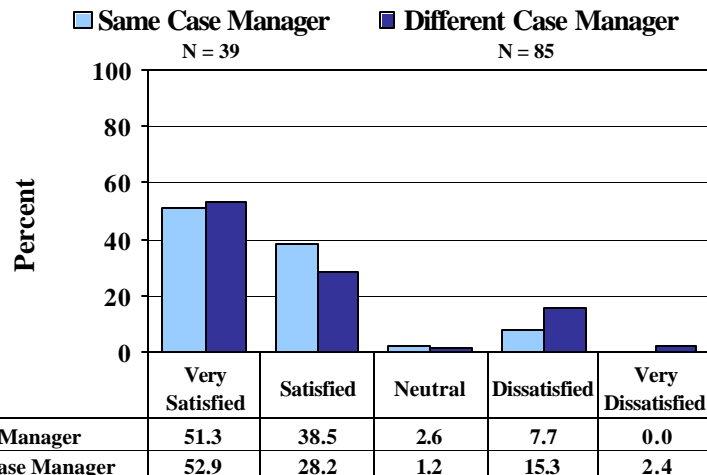
Total Respondents = 539



65 Years of Age or Older

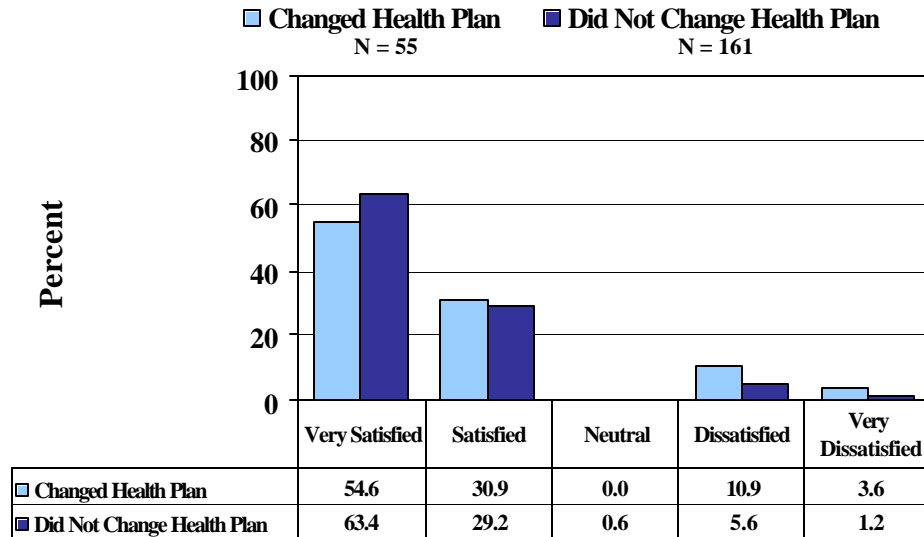
Note: Not all questions were answered by all respondents.

Question 41: Overall Satisfaction with Case Manager,
Comparison of Consumers Who Changed and Who Did Not
Health Plans



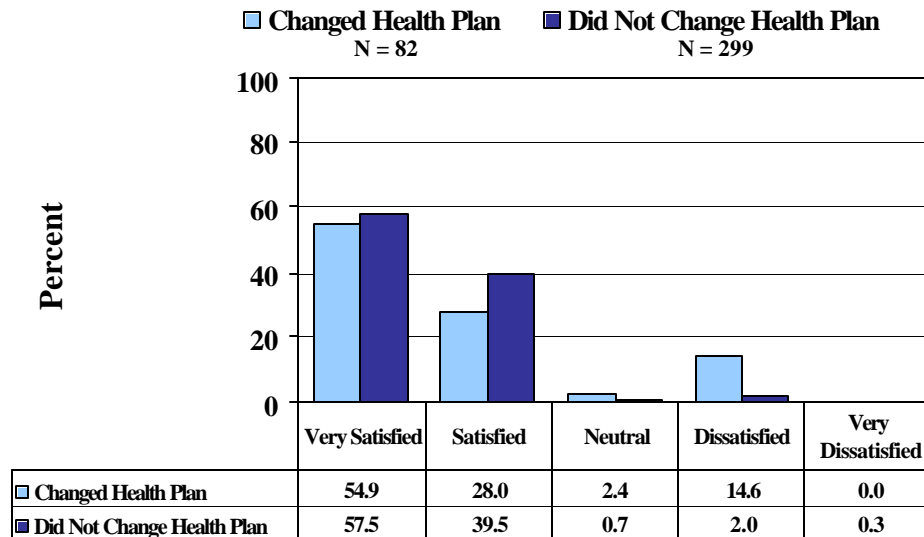
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 41: Overall Satisfaction with Case Manager,
Comparison Among Consumers 18 to 64 Years of Age
Who Changed and Who Did Not Change Health Plans



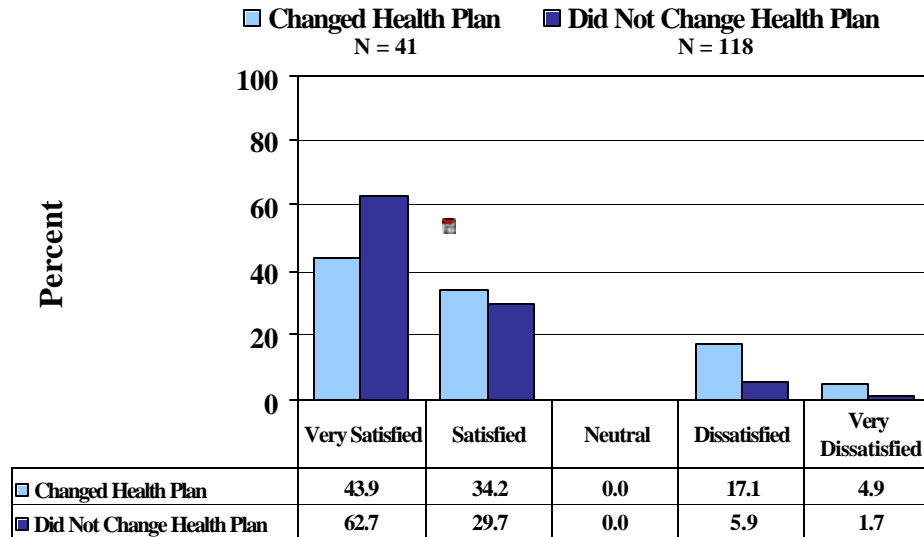
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 41: Overall Satisfaction with Case Manager
Comparison Among Consumers 65 Years of Age or Older Who
Changed and Who Did Not Change Health Plans



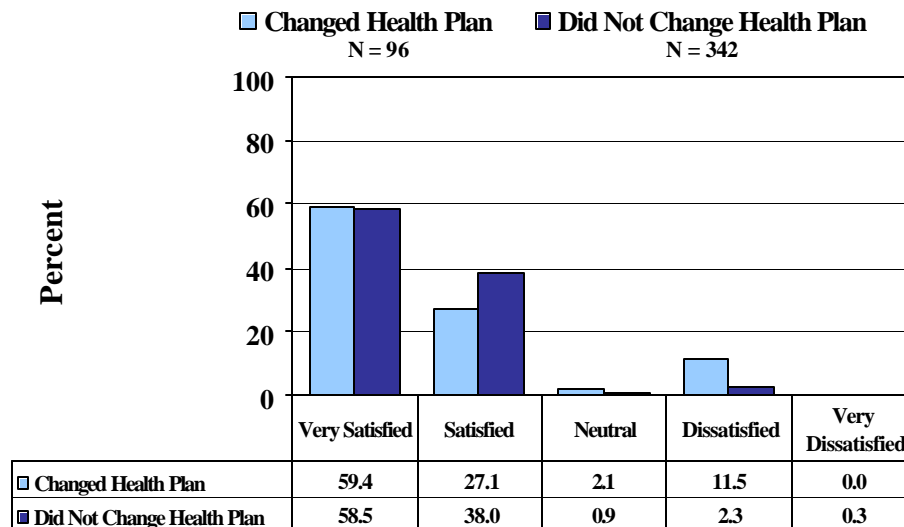
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.000).

**Question 41: Overall Satisfaction with Case Manager
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans, by Consumer Respondent**



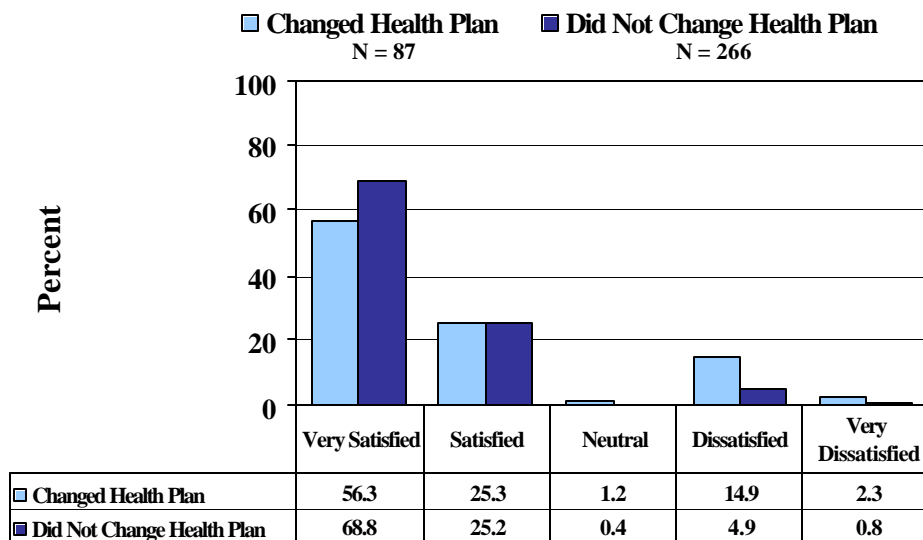
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 41: Overall Satisfaction with Case Manager
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans, by Proxy Respondent**



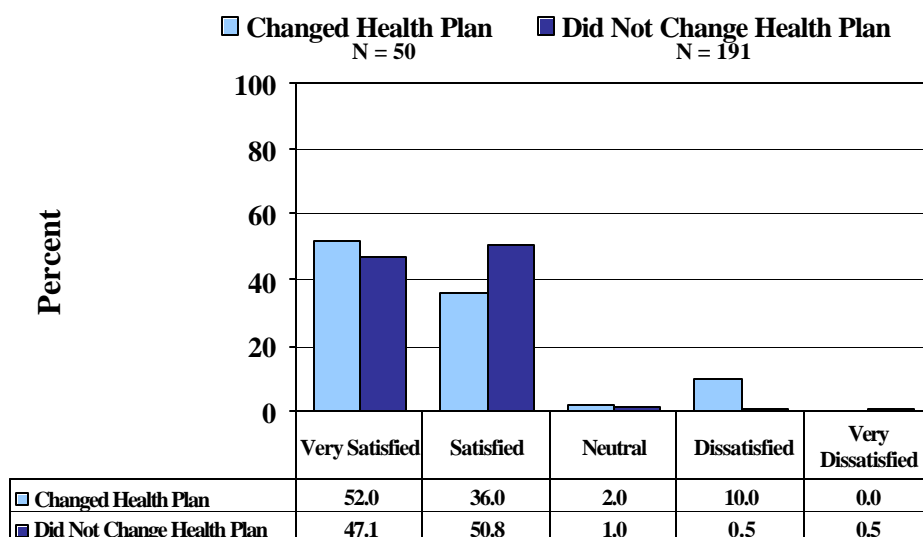
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.001).

Question 41: Overall Satisfaction with Case Manager
Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans



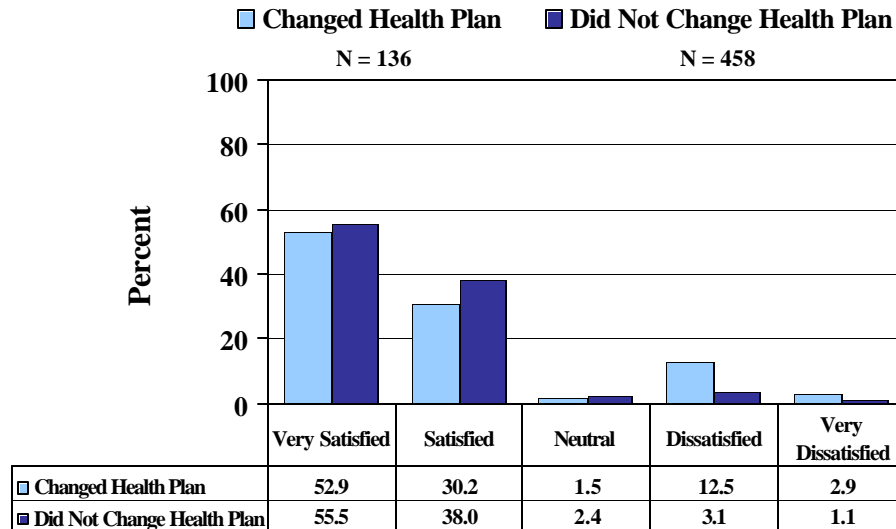
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.013).

Question 41: Overall Satisfaction with Case Manager
Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans



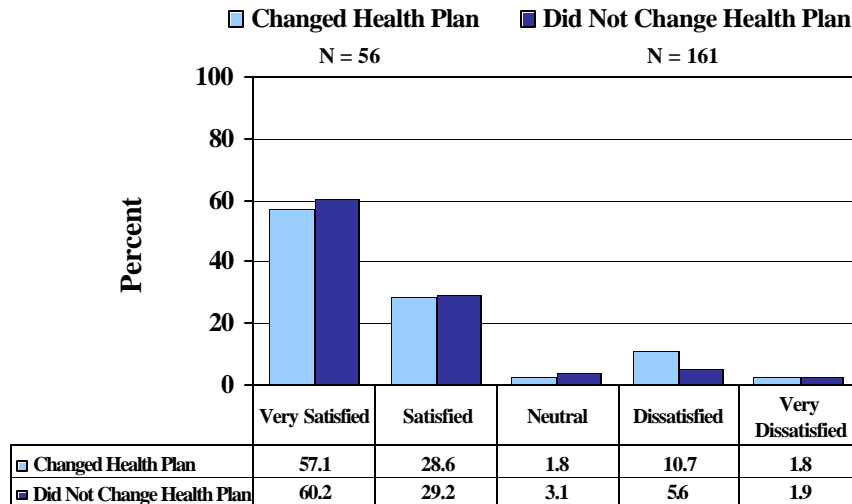
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.002).

**Question 12: How Satisfied are you that your
Case Manager Listens, Comparison Among Consumers
Who Changed and Who Did Not Change Health Plans**



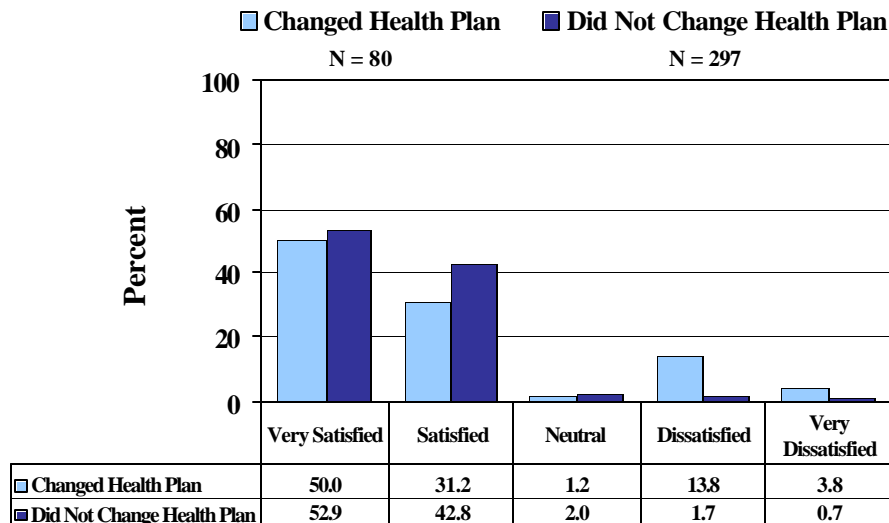
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.000).

**Question 12: How Satisfied are you that your
Case Manager Listens, Comparison Among Consumers 18 to 64
Years of Age Who Changed and Who Did Not Change Health Plans**



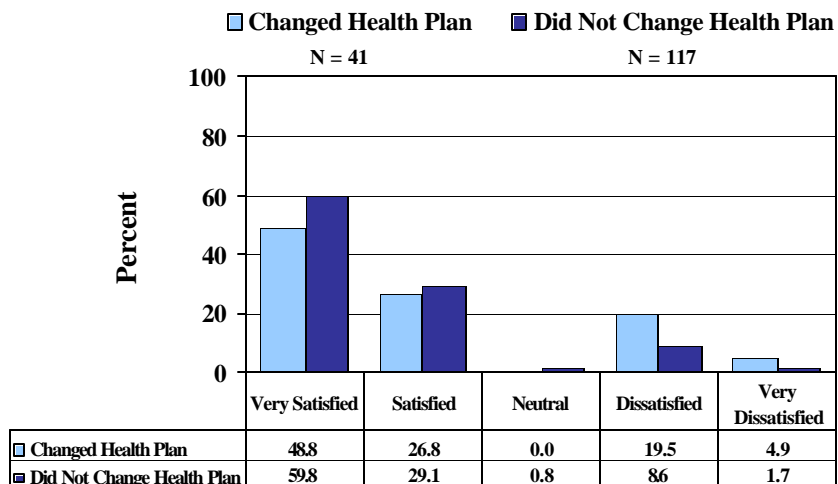
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 12: How Satisfied are you that your Case Manager Listens, Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



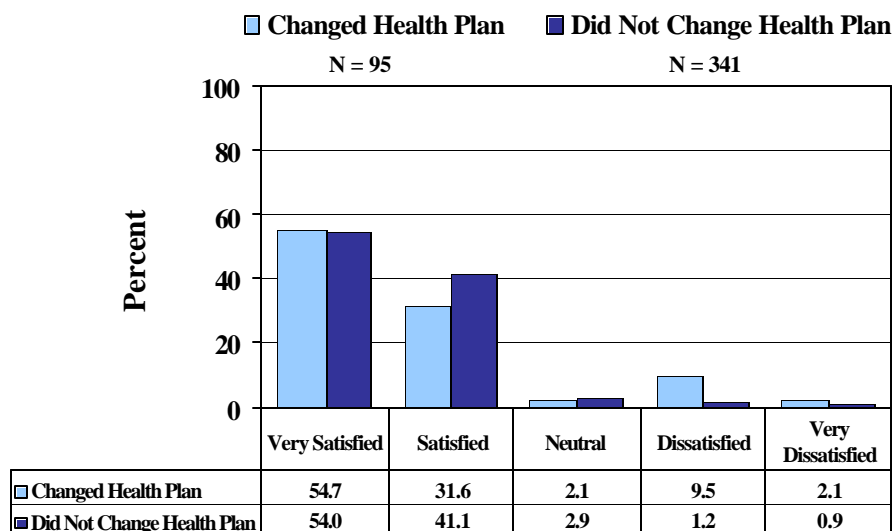
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.000).

Question 12: How Satisfied are you that your Case Manager Listens, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



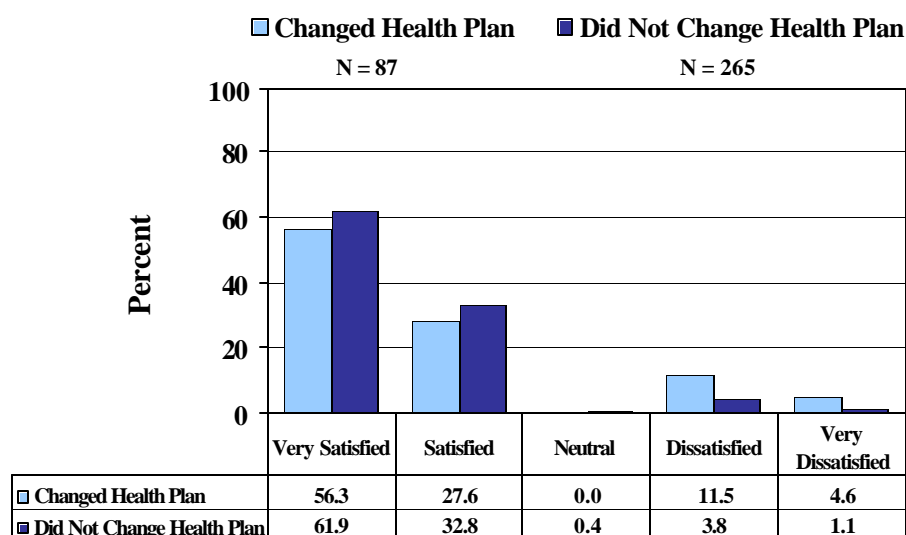
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 12: How Satisfied are you that your Case Manager Listens, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



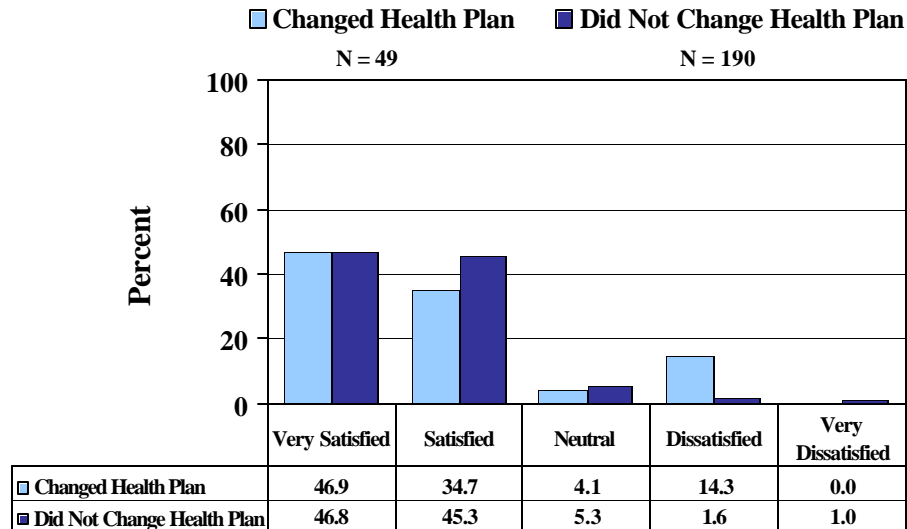
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.000).

Question 12: How Satisfied are you that your Case Manager Listens, Comparison Among HCBS Consumers Who Changed and Who Did Not Change Health Plans



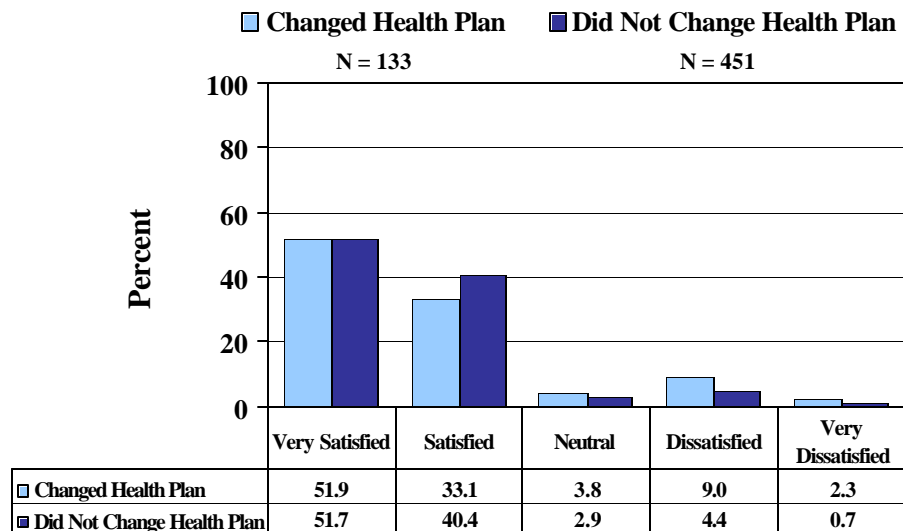
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.017).

**Question 12: How Satisfied are you that your
Case Manager Listens, Comparison Among NF Consumers Who
Changed and Who Did Not Change Health Plans**



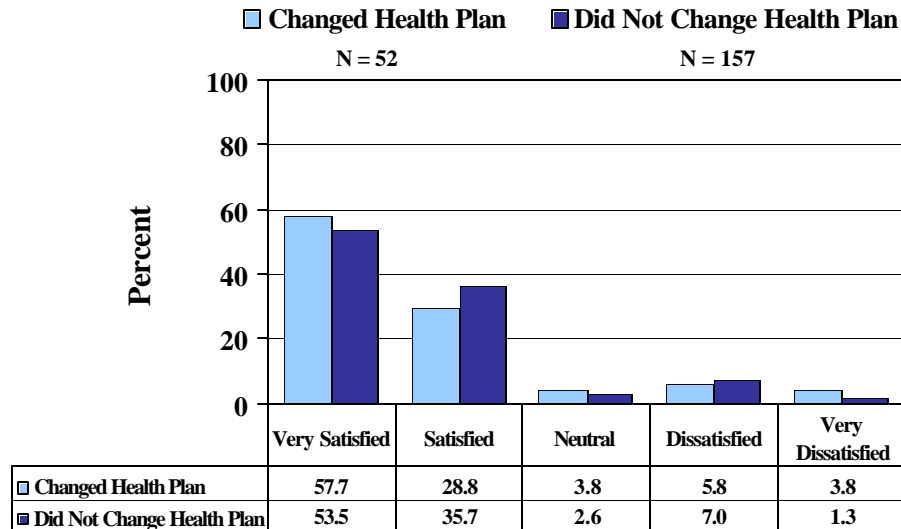
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.002).

**Question 20: Case Manager Involves
Consumers in Decision Making, Comparison Among Consumers
Who Changed and Who Did Not Change Health Plans**



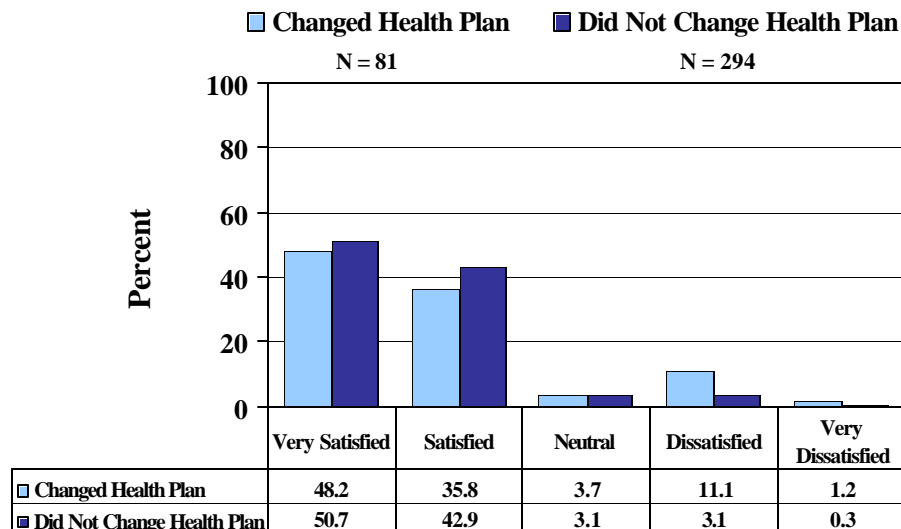
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 20: Case Manager Involves
Consumers in Decision Making, Comparison Among Consumers
18 to 64 Years of Age Who Changed and Who Did Not Change
Health Plans**



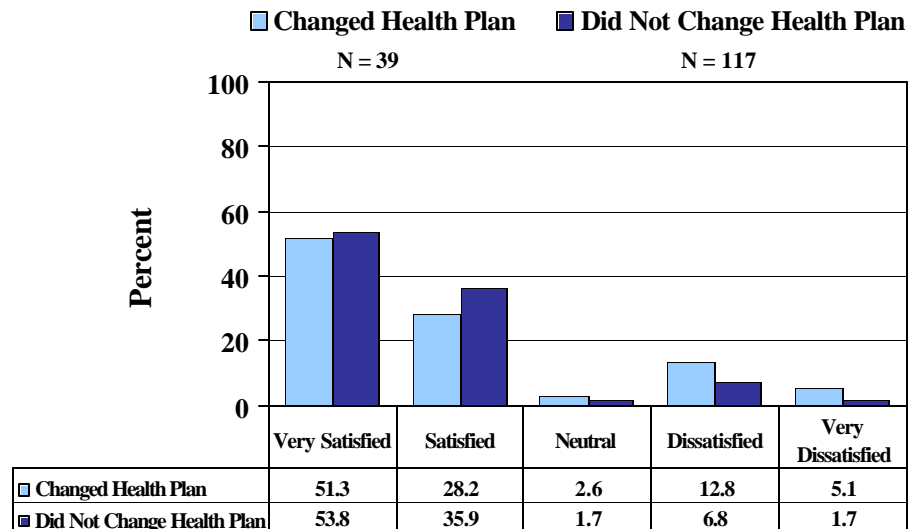
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 20: Case Manager Involves
Consumers in Decision Making, Comparison Among Consumers
65 Years of Age or Older Who Changed and Who Did Not
Change Health Plans**



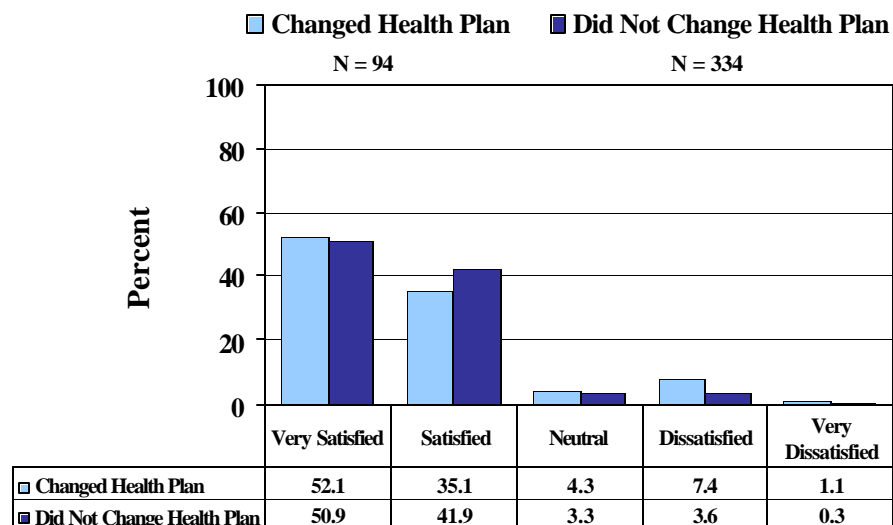
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.033).

Question 20: Case Manager Involves
Consumers in Decision Making, Comparison Among Consumers
Who Changed and Who Did Not Change Health Plans, by
Consumer Respondent



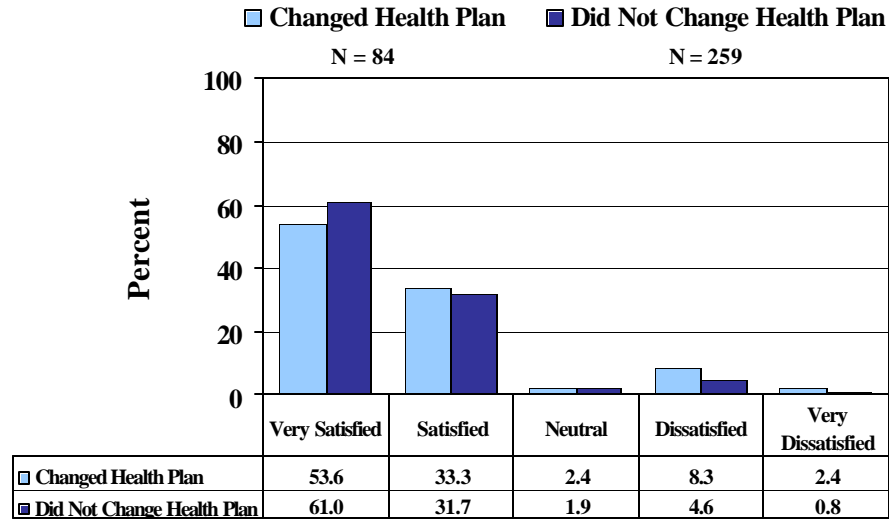
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 20: Case Manager Involves
Consumers in Decision Making, Comparison Among Consumers
Who Changed and Who Did Not Change Health Plans, by Proxy
Respondent



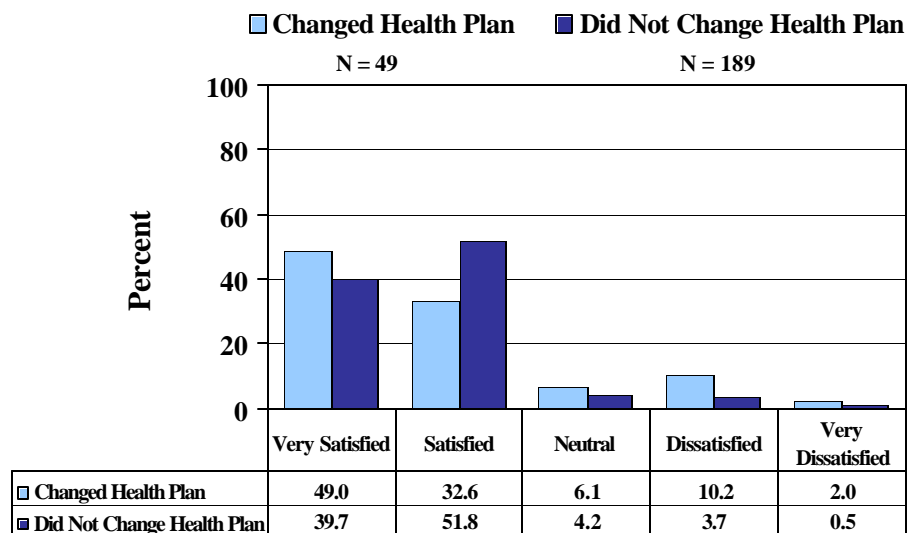
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 20: Case Manager Involves
Consumers in Decision Making, Comparison Among HCBS
Consumers Who Changed and Who Did Not Change Health Plans**



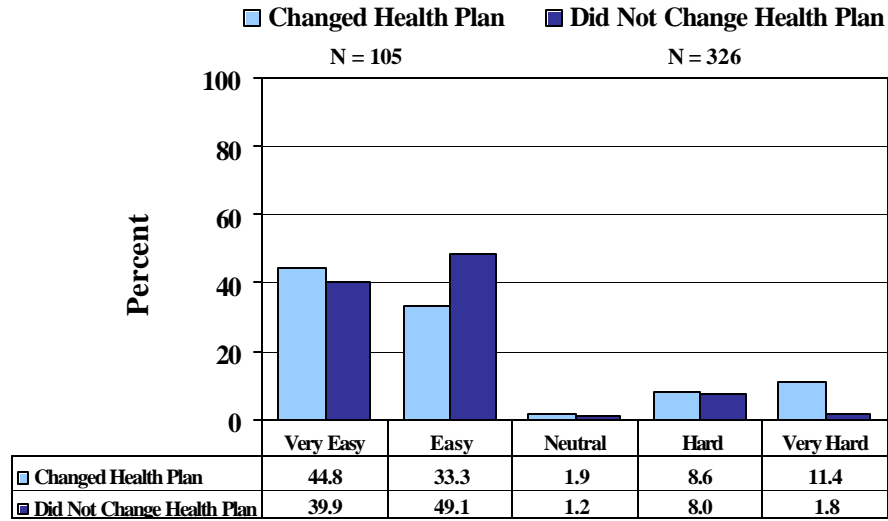
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 20: Case Manager Involves
Consumers in Decision Making, Comparison Among NF
Consumers Who Changed and Who Did Not Change Health Plans**



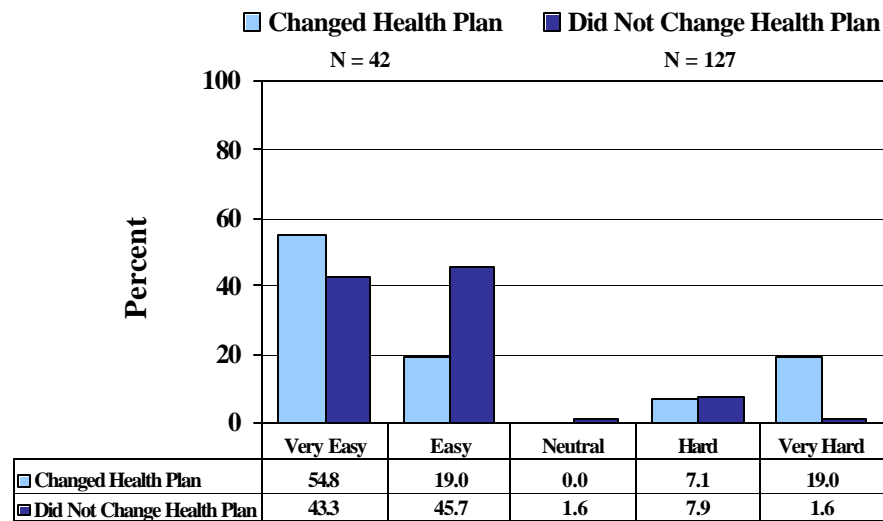
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 25: Case Manager is Reachable
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans



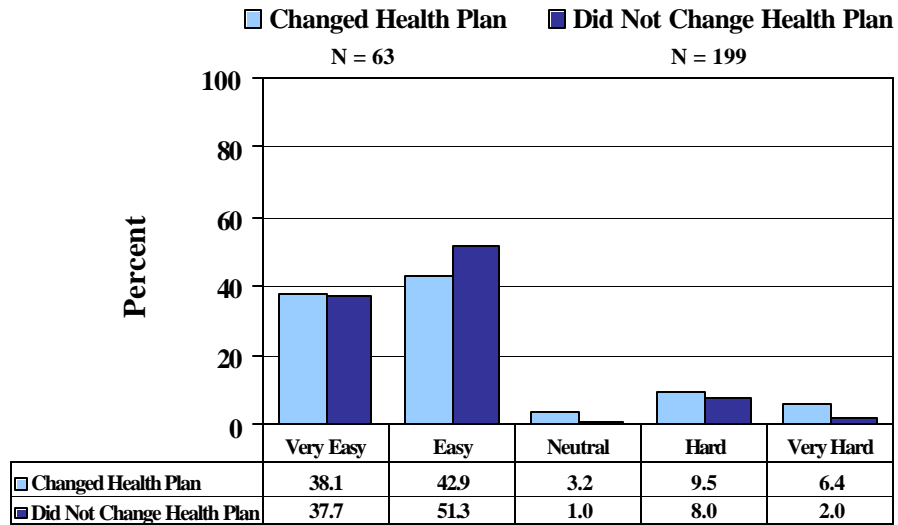
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.000).

Question 25: Case Manager is Reachable, Comparison Among
Consumers 18 to 64 Years of Age Who Changed and Who Did Not
Change Health Plans



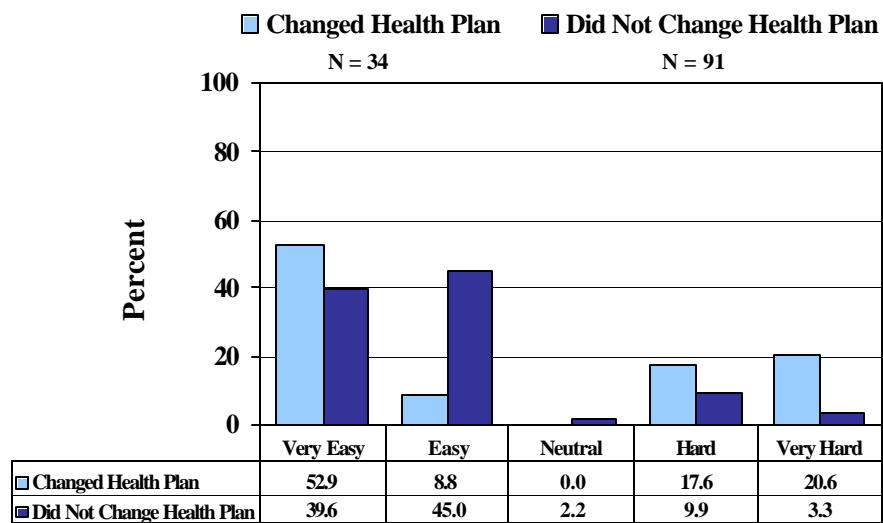
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.000).

Question 25: Case Manager is Reachable, Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



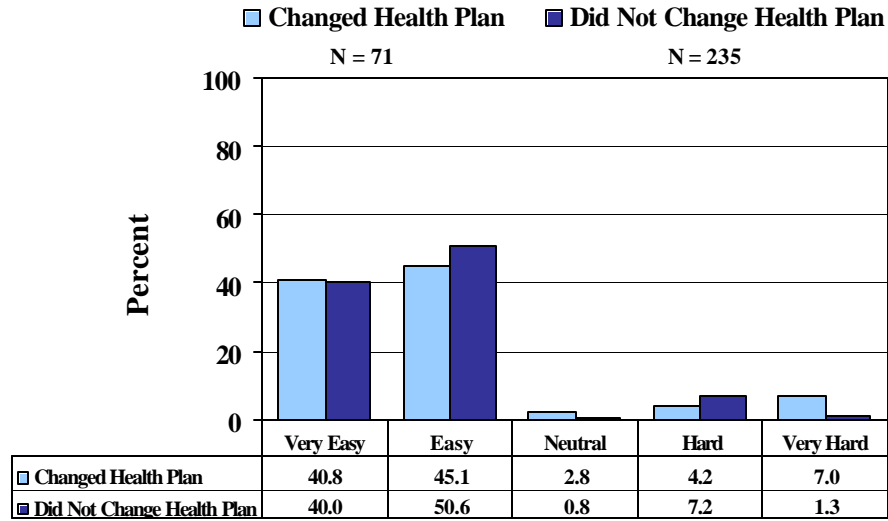
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 25: Case Manager is Reachable, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



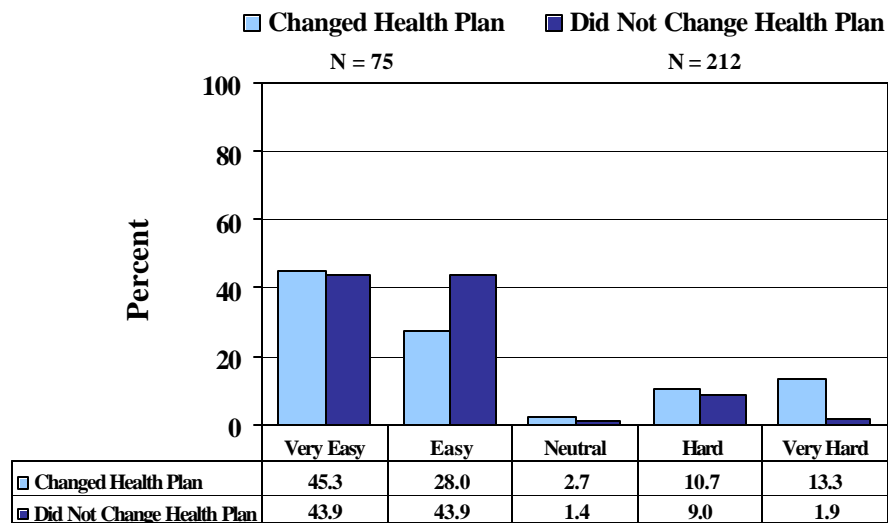
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.000).

Question 25: Case Manager is Reachable, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



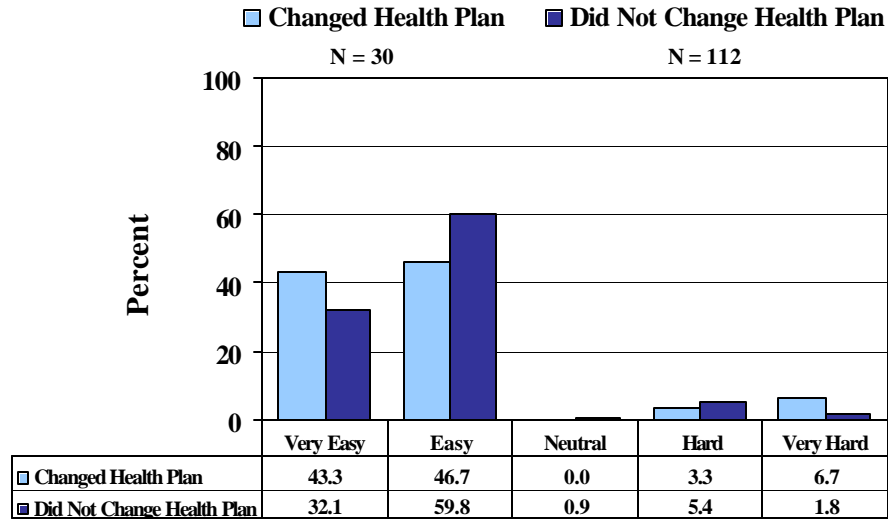
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.047).

Question 25: Case Manager is Reachable Consumers in Decision Making, Comparison Among HCBS Consumers Who Changed and Who Did Not Change Health Plans



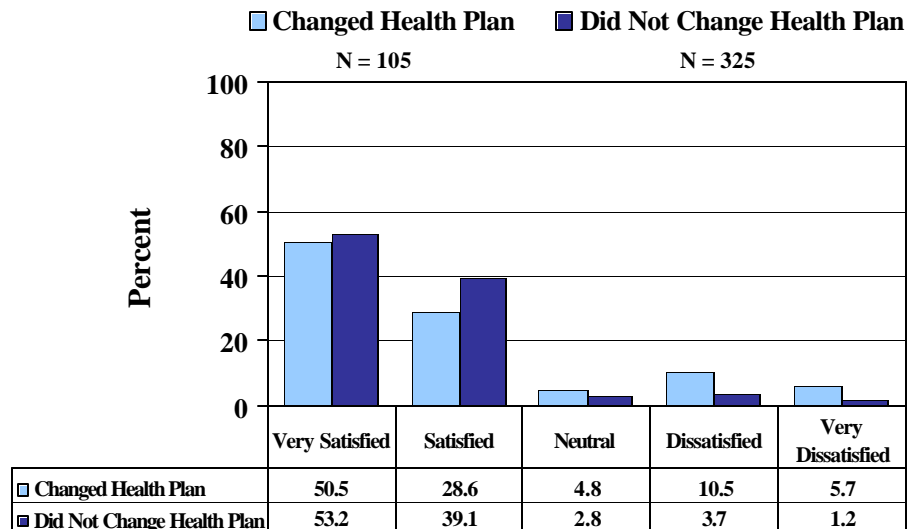
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.001).

Question 25: Case Manager is Reachable Consumers in Decision Making, Comparison Among NF Consumers Who Changed and Who Did Not Change Health Plans



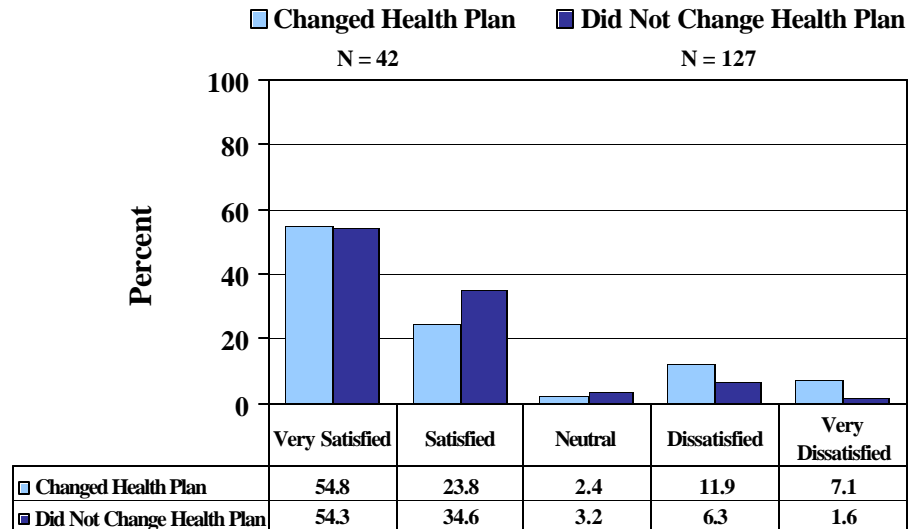
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 26: Case Manager Provides Help Needed Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



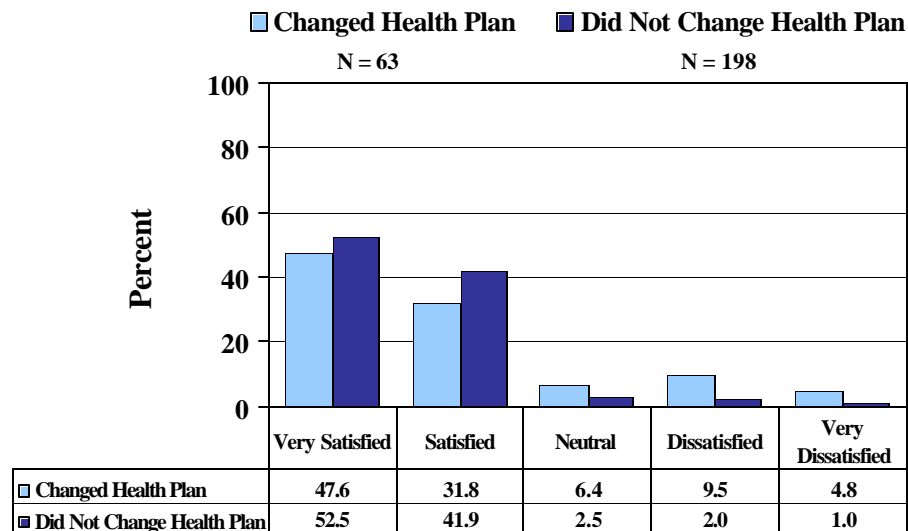
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Result are statistically different (p-value = 0.002).

Question 26: Case Manager Provides Help Needed
Comparison Among Consumers 18 to 64 Years of Age
Who Changed and Who Did Not Change Health Plans



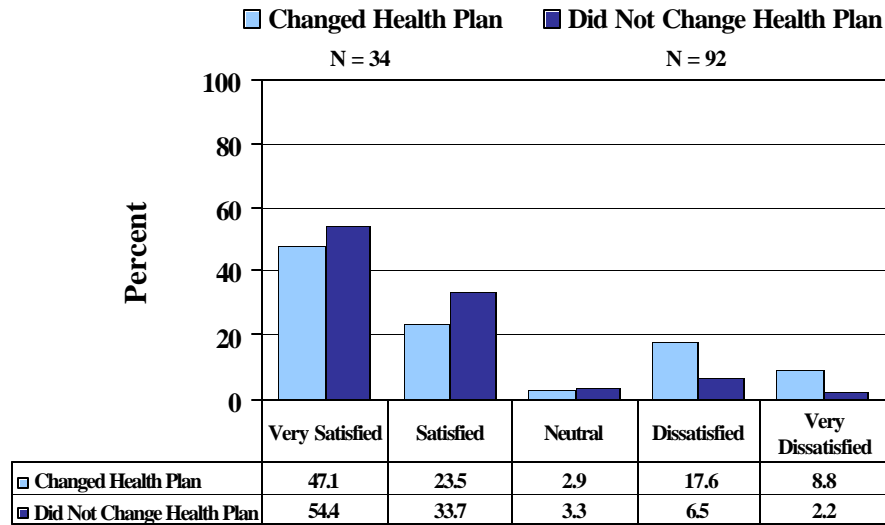
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 26: Case Manager Provides Help Needed
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



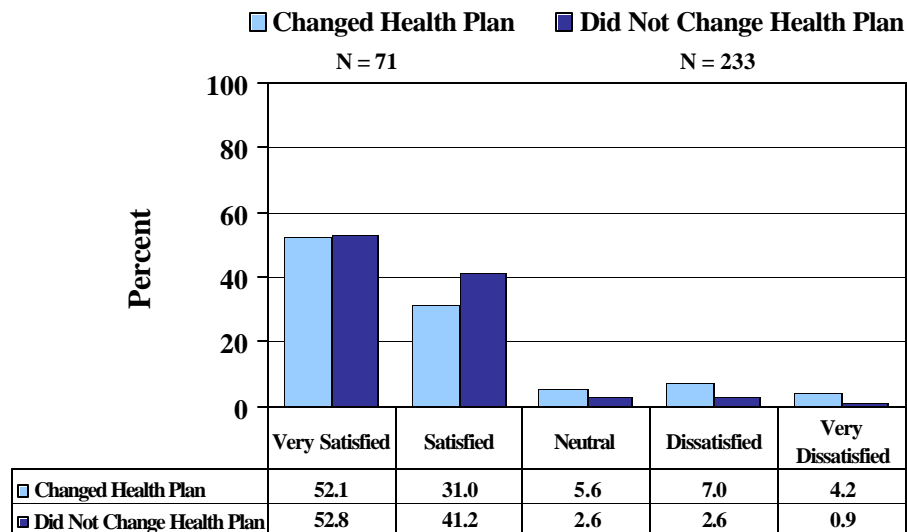
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Result are statistically different (p-value = 0.007).

Question 26: Case Manager Provides Help Needed
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans, by Consumer Respondent



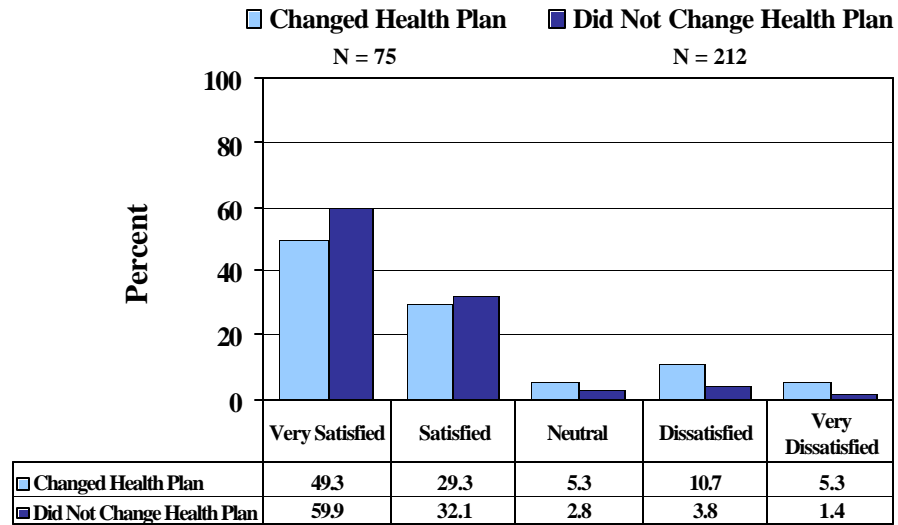
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 26: Case Manager Provides Help Needed
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans, by Proxy Respondent



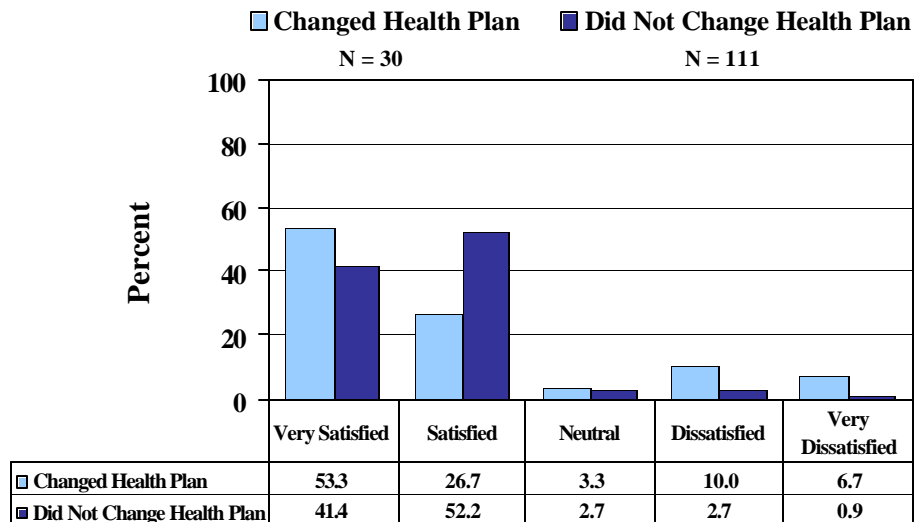
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Result are statistically different (p-value = 0.045).

Question 26: Case Manager Provides Help Needed
Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans



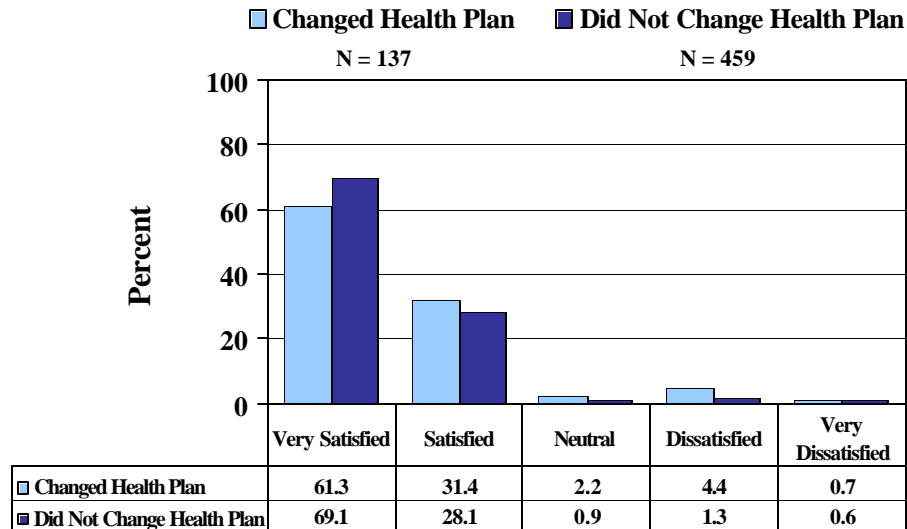
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Result are statistically different (p-value = 0.034).

Question 26: Case Manager Provides Help Needed
Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans



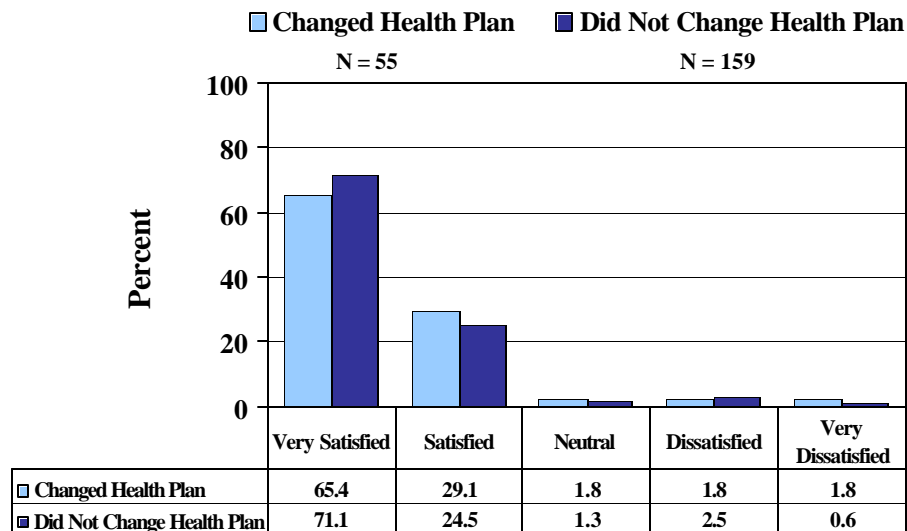
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Result are statistically different (p-value = 0.030).

**Question 27: Case Manager Shows Respect
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans**



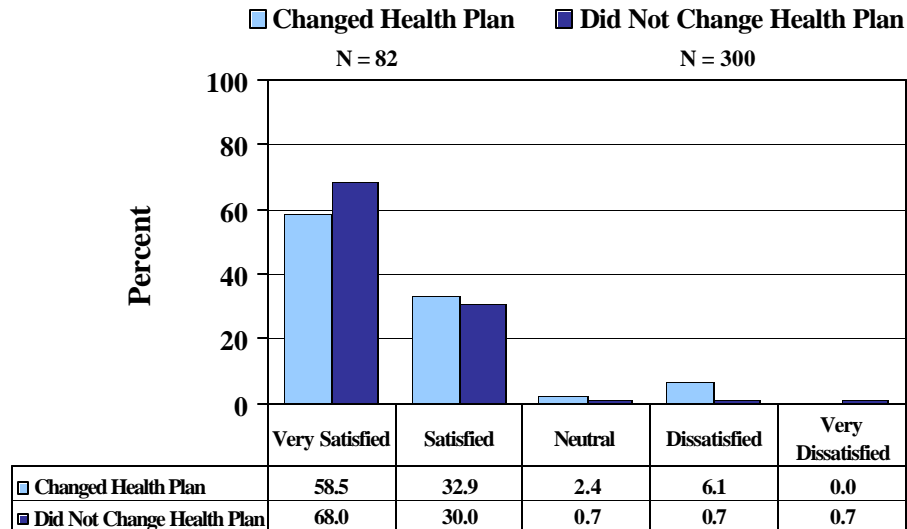
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 27: Case Manager Shows Respect
Comparison Among Consumers 18 to 64 Years of Age
Who Changed and Who Did Not Change Health Plans**



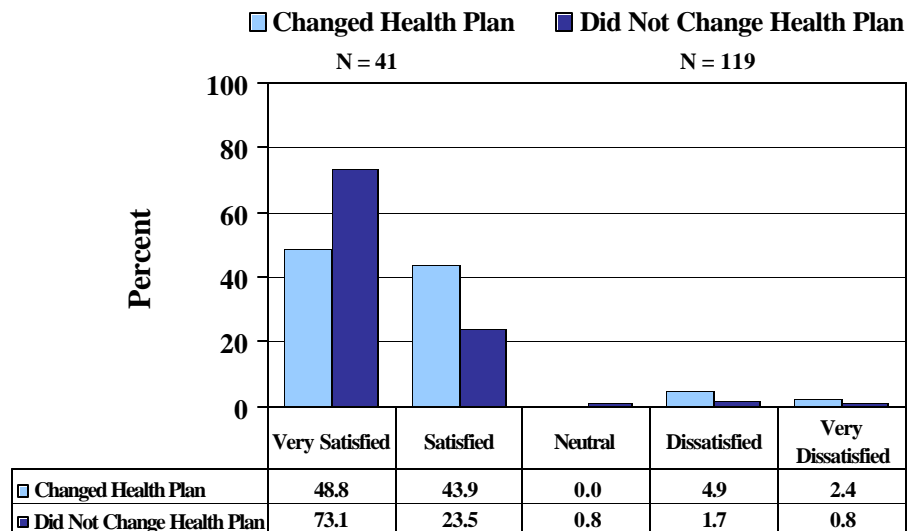
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 27: Case Manager Shows Respect
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans**



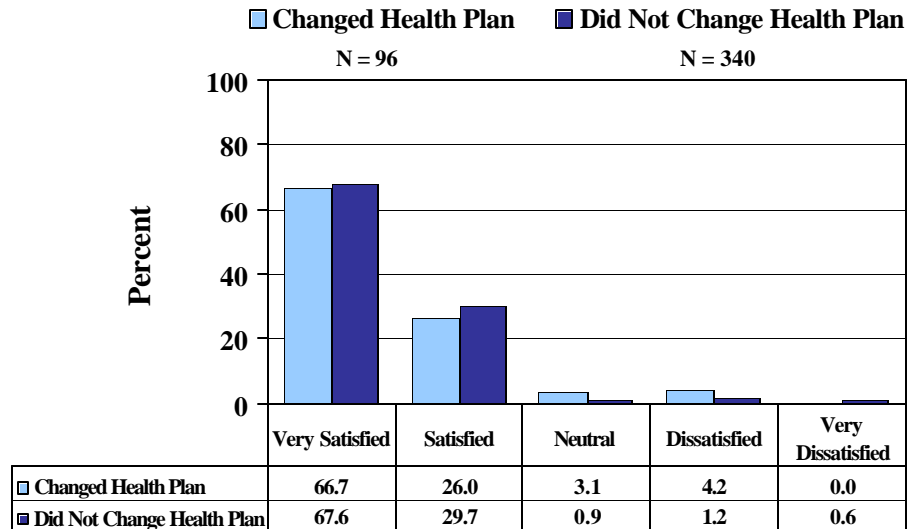
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Result are statistically different (p-value = 0.008).

**Question 27: Case Manager Shows Respect
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans, by Consumer Respondent**



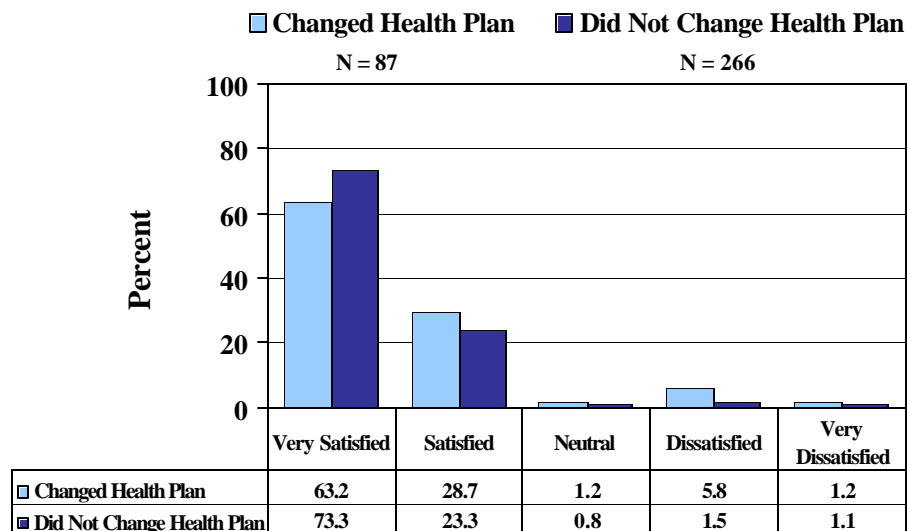
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 27: Case Manager Shows Respect
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans, by Proxy Respondent



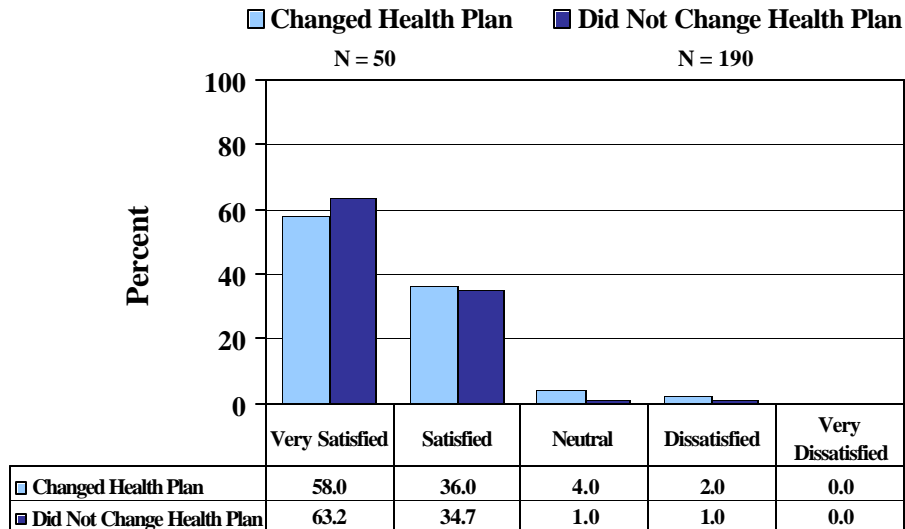
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 27: Case Manager Shows Respect
Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans



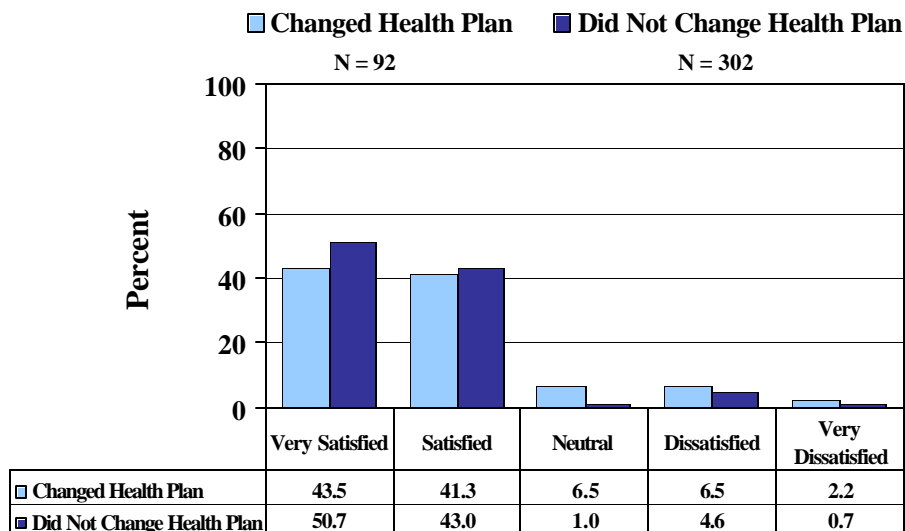
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 27: Case Manager Shows Respect
Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans**



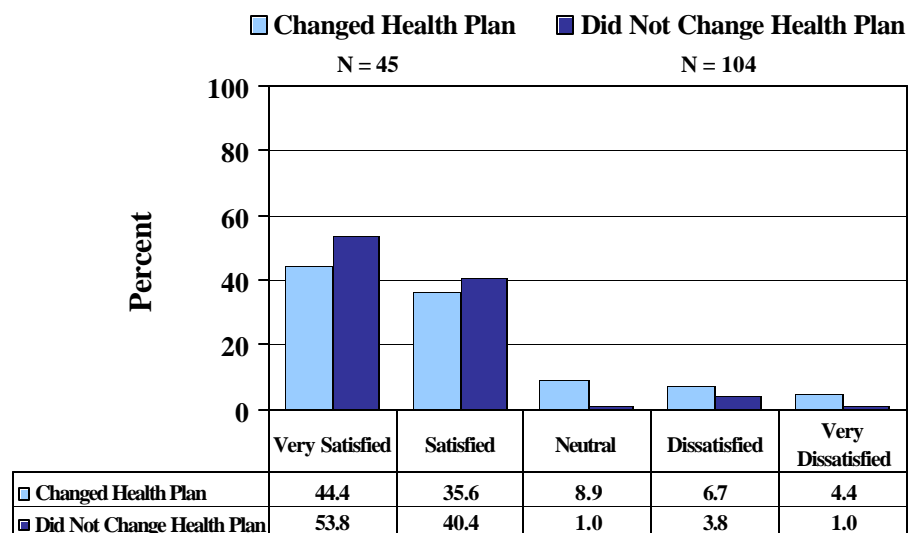
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 40: Case Manager Considers Cultural Needs
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans**



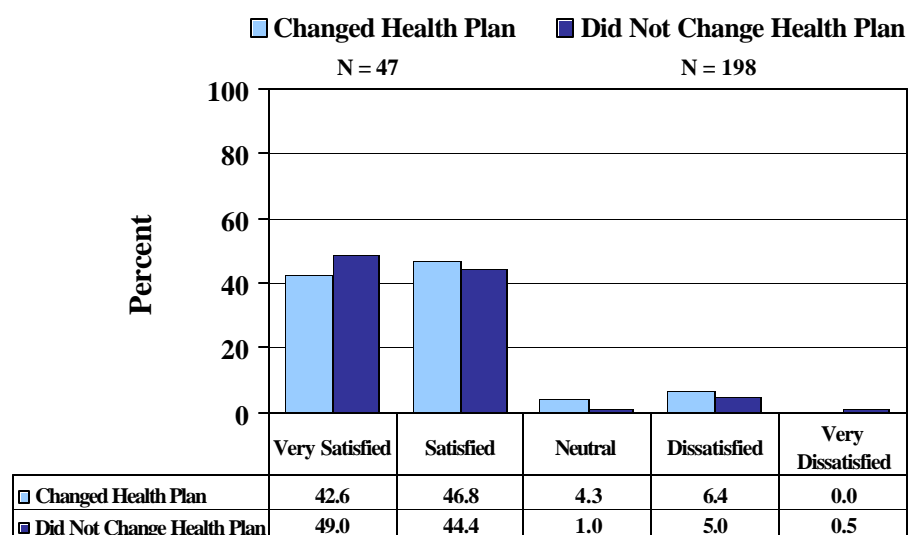
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.015).

Question 40: Case Manager Considers Cultural Needs
Comparison Among Consumers 18 to 64 Years of Age
Who Changed and Who Did Not Change Health Plans



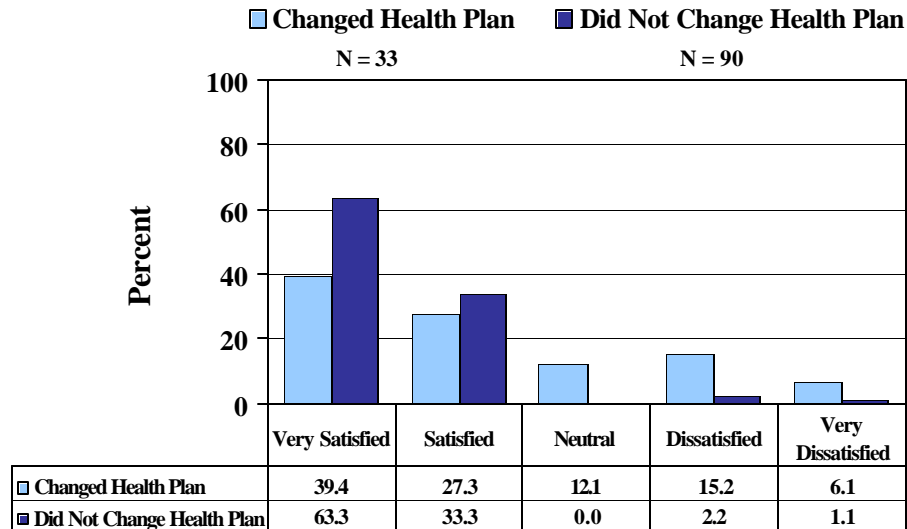
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 40: Case Manager Considers Cultural Needs
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



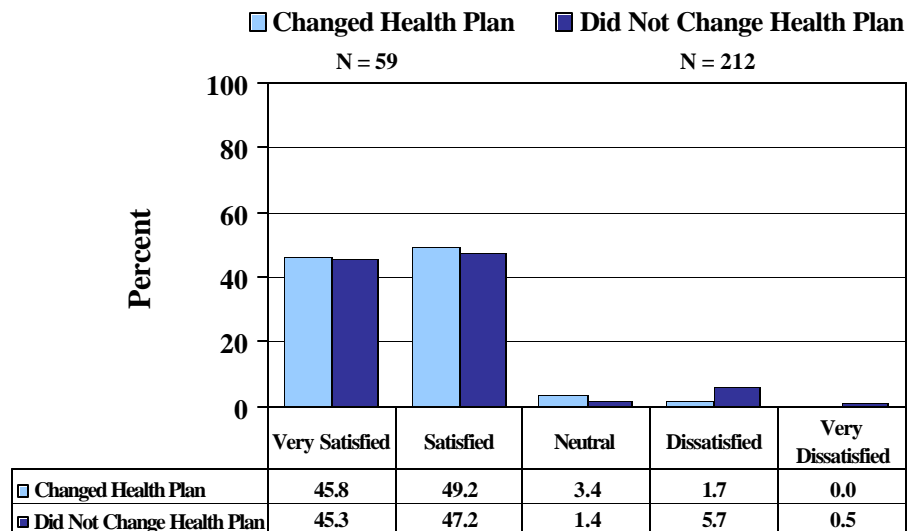
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 40: Case Manager Considers Cultural Needs
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans, by Consumer Respondent**



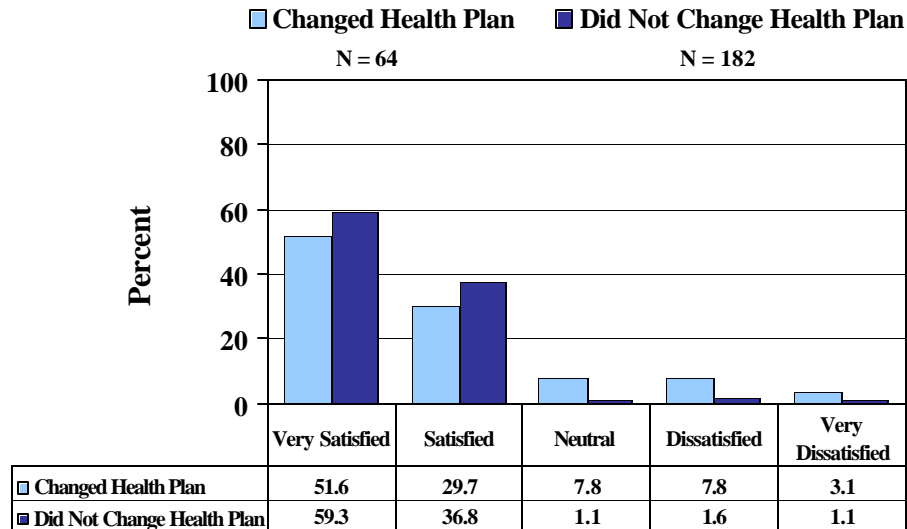
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.000).

**Question 40: Case Manager Considers Cultural Needs
Comparison Among Consumers Who Changed and Who Did Not
Change Health Plans, by Proxy Respondent**



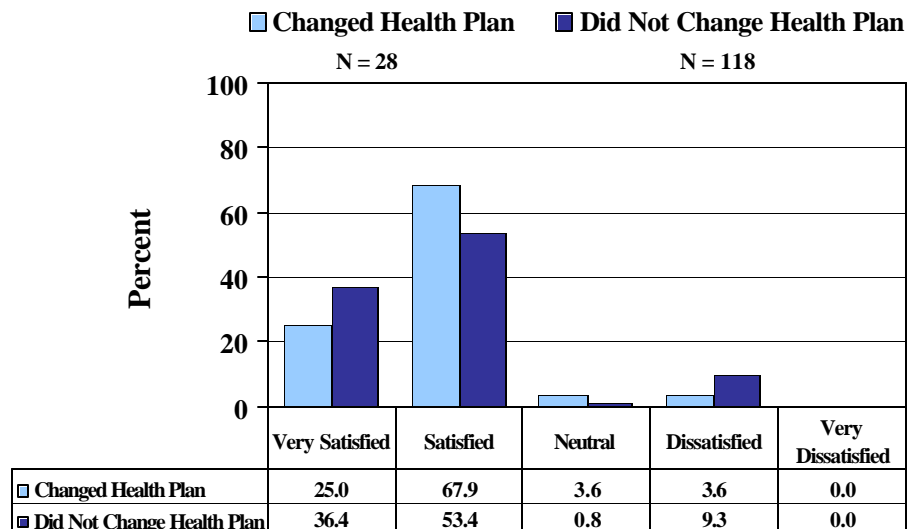
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 40: Case Manager Considers Cultural Needs
Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.004).

Question 40: Case Manager Considers Cultural Needs
Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans



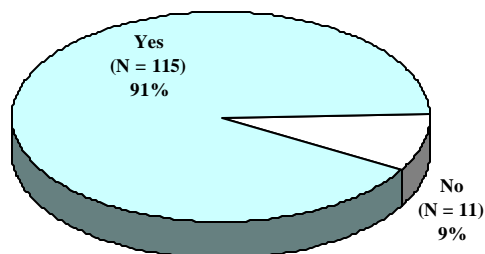
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

DOCTORS

Survey Year 2001

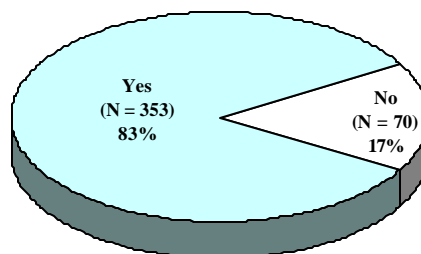
Question 77: Percentage of Consumers Who Know that AHCCCS Pays for Their Doctor Visits, Comparison Between Consumers Who Changed and Who Did Not Change Health Plans

Total Respondents = 126



Changed Health Plans

Total Respondents = 423



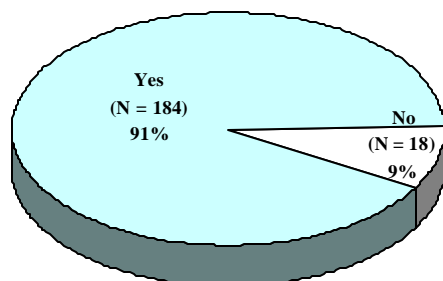
Did Not Change Health Plans

Note: Not all questions were answered by all respondents. The Difference between consumers who changed health plans and consumers who did not change health plans is statistically significant (p-value = 0.030)

Survey 2001

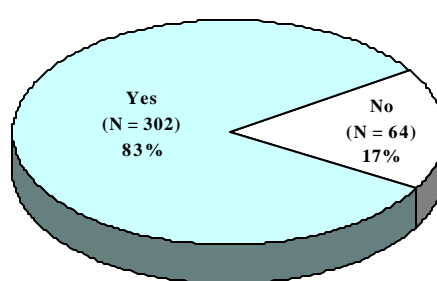
Question 77: Percentage of Consumers Who Know that AHCCCS Pays for Their Doctor Visits, by Age Group

Total Respondents = 202



18 – 64 Years of Age

Total Respondents = 366

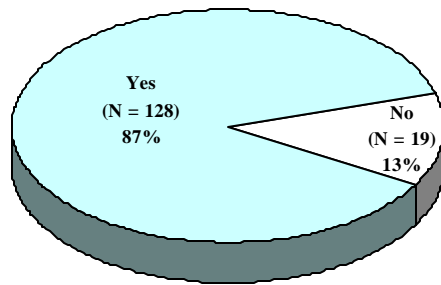


65 Years of Age or Older

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.005

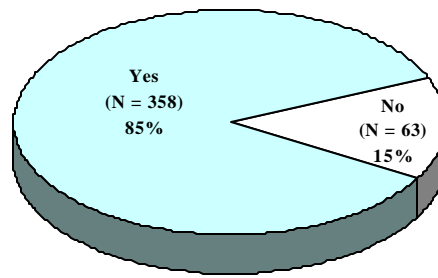
Survey 2001
Question 77: Percentage of Consumers Who Know
that AHCCCS Pays for Their Doctor Visits,
by Consumer or Proxy Respondent

Total Respondents = 147



Consumer Respondent

Total Respondents = 421

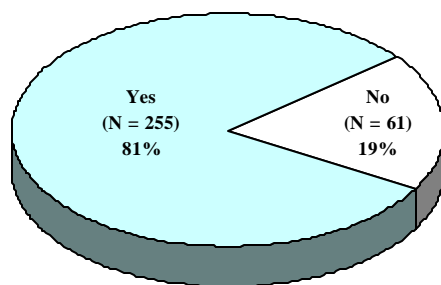


Proxy Respondent

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

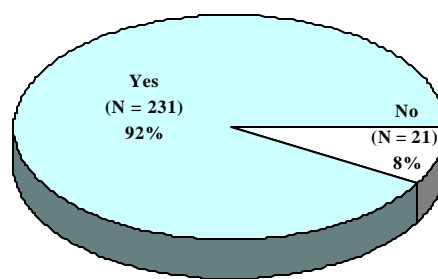
Survey 2001
Question 77: Percentage of Consumers
Who Know that AHCCCS Pays for
Their Doctor Visits, by Current Placement

Total Respondents = 316



HCBS

Total Respondents = 252

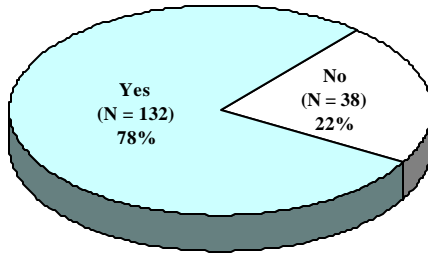


NF

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.000

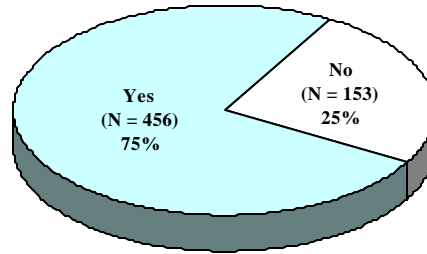
Survey Year 2001
**Question 50: Do Consumers Know Their AHCCS
 Doctor, Comparison Between Consumers Who
 Changed and Who Did Not Change Health Plans**

Total Respondents = 170



Changed Health Plans

Total Respondents = 609

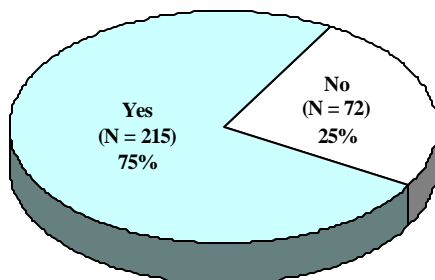


Did Not Change Health Plans

Note: Not all questions were answered by all respondents.

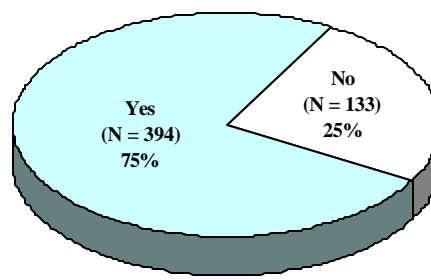
Survey 2001
**Question 50: Consumers Know
 Their AHCCCS Doctor, by Age Group**

Total Respondents = 287



18 – 64 Years of Age

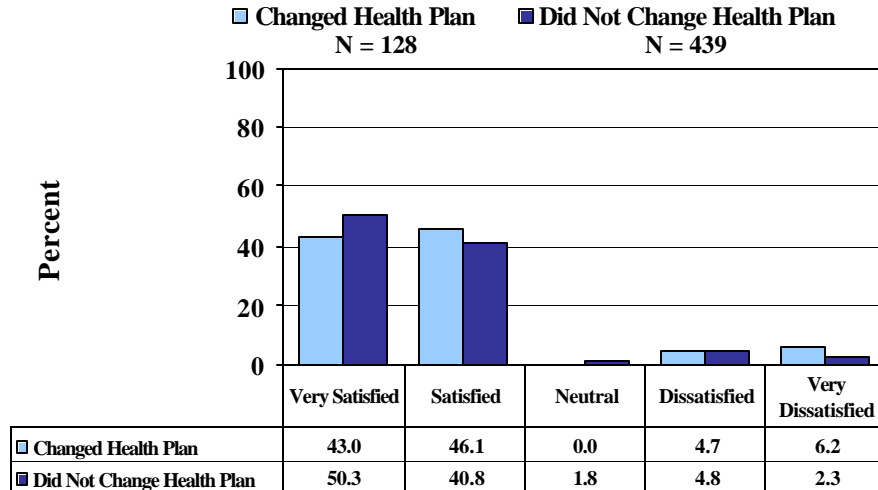
Total Respondents = 527



65 Years of Age or Older

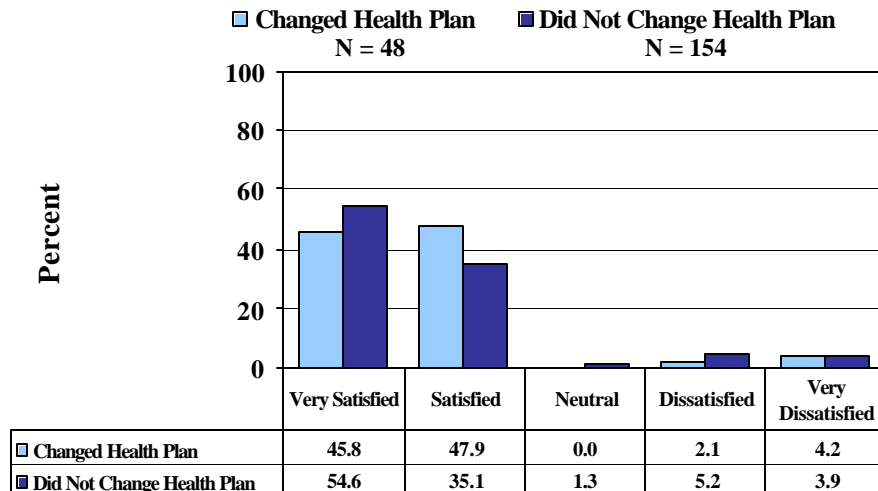
Note: Not all questions were answered by all respondents.

Question 73: Overall Satisfaction with Doctor Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



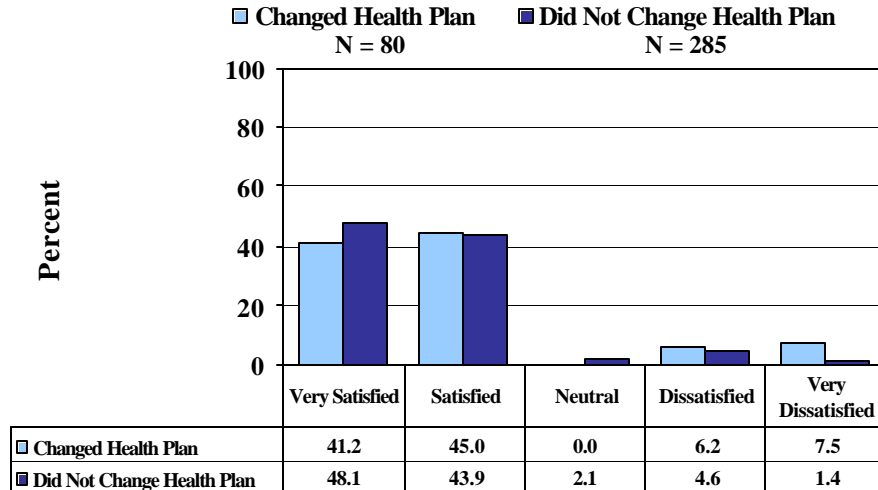
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 73: Overall Satisfaction with Doctor Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



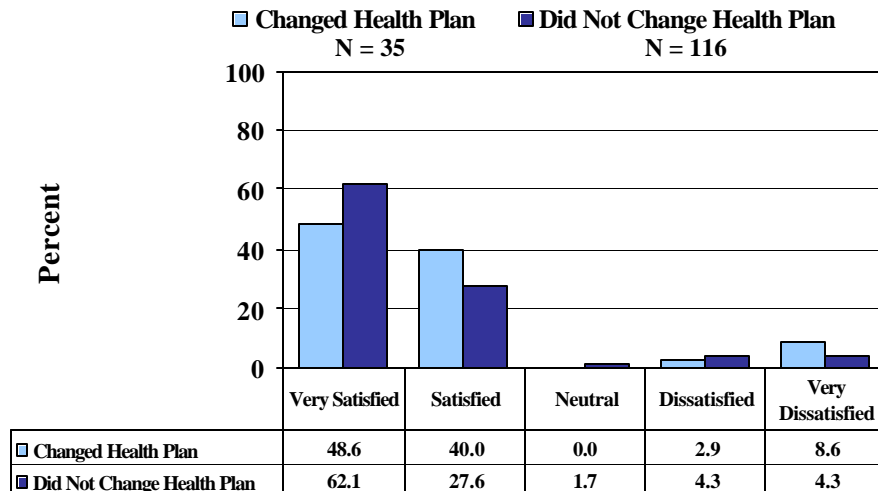
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 73: Overall Satisfaction with Doctor
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans**



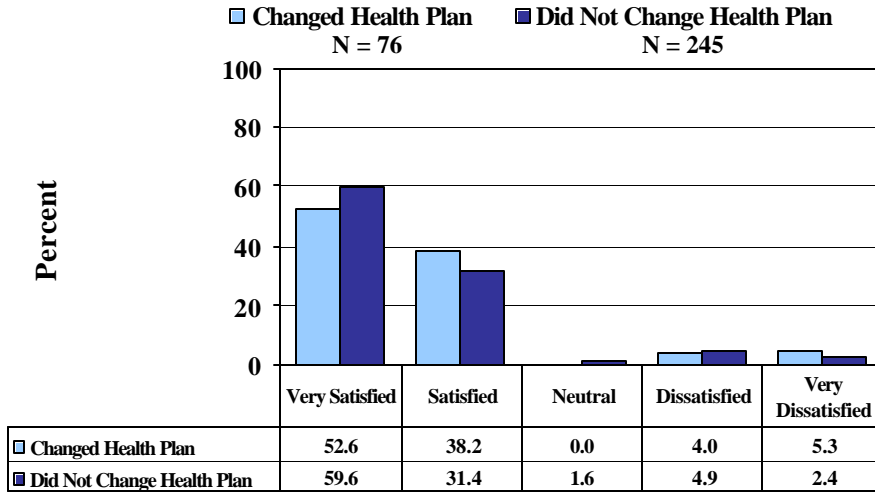
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.025).

**Question 73: Overall Satisfaction with Doctor
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent**



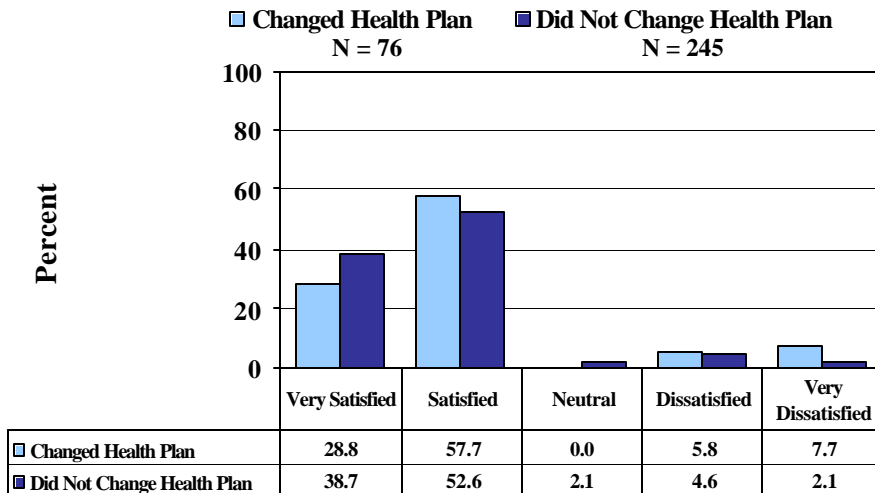
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 73: Overall Satisfaction with Doctor
Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans**



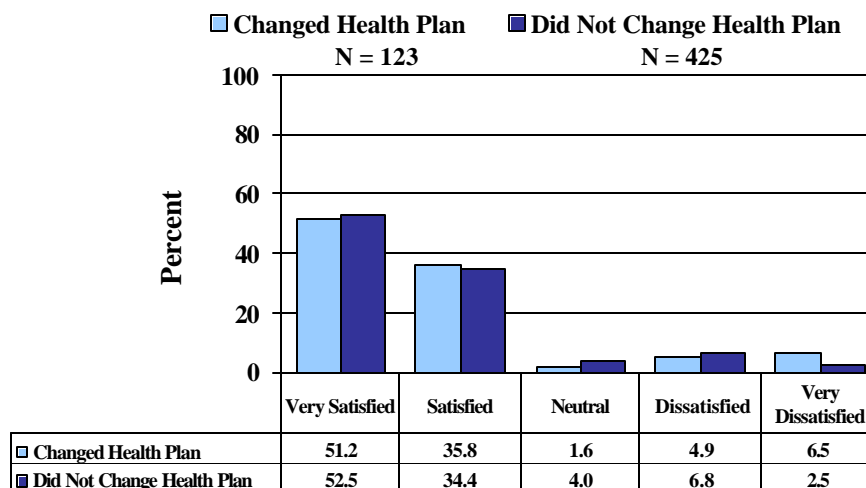
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 73: Overall Satisfaction with Doctor
Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans**



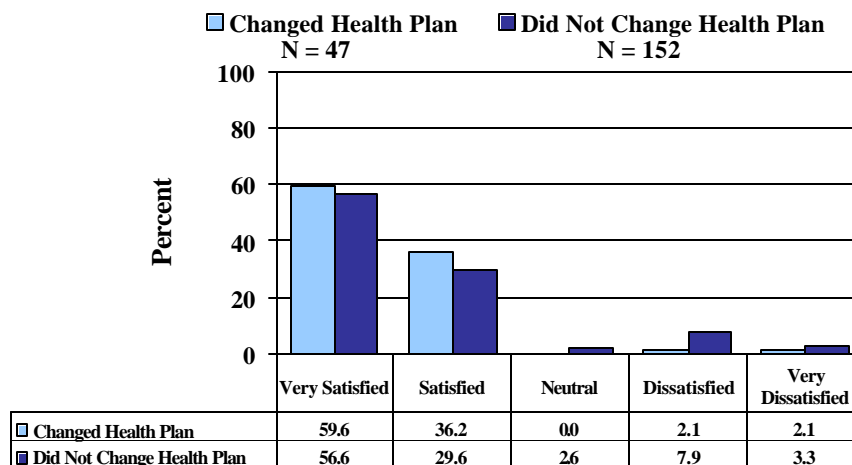
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are You that Your AHCCCS
Doctor Listens, Comparison Among Consumers
Who Changed and Who Did Not Change Health Plans



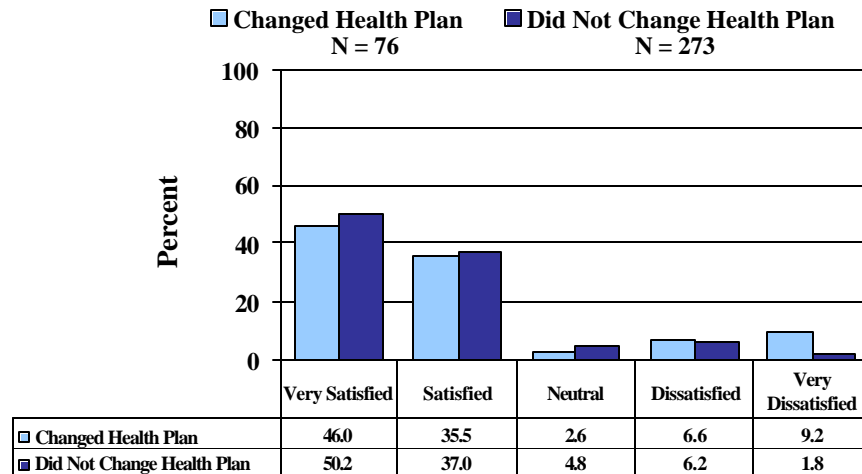
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are You that Your AHCCCS
Doctor Listens, Comparison Among Consumers 18 to 64
Years of Age Who Changed and Who Did Not Change
Health Plans



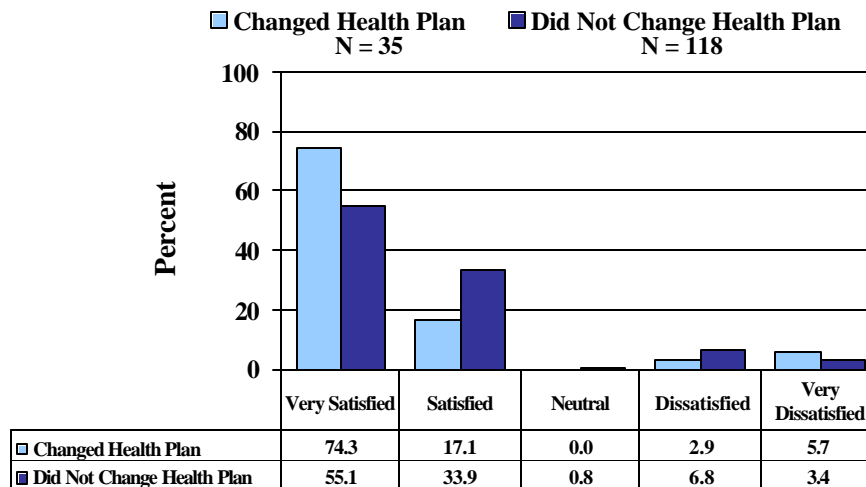
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are You that Your AHCCCS Doctor Listens, Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



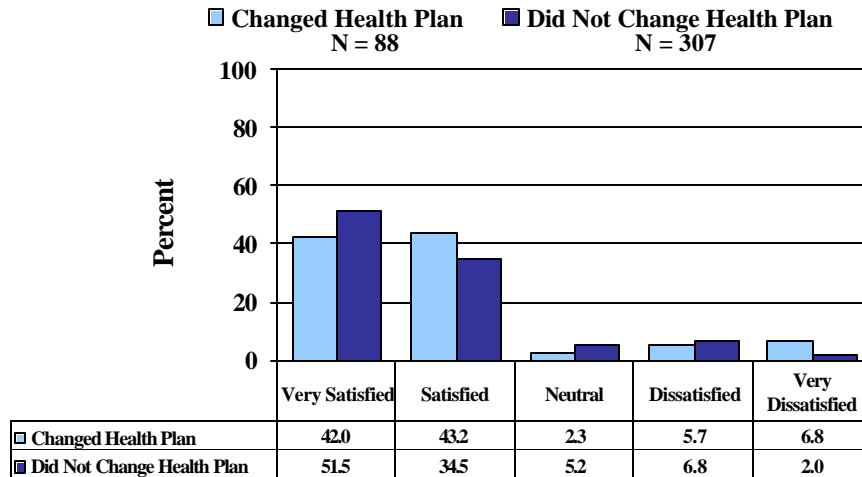
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.036).

Question 55: How Satisfied are You that Your AHCCCS Doctor Listens, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



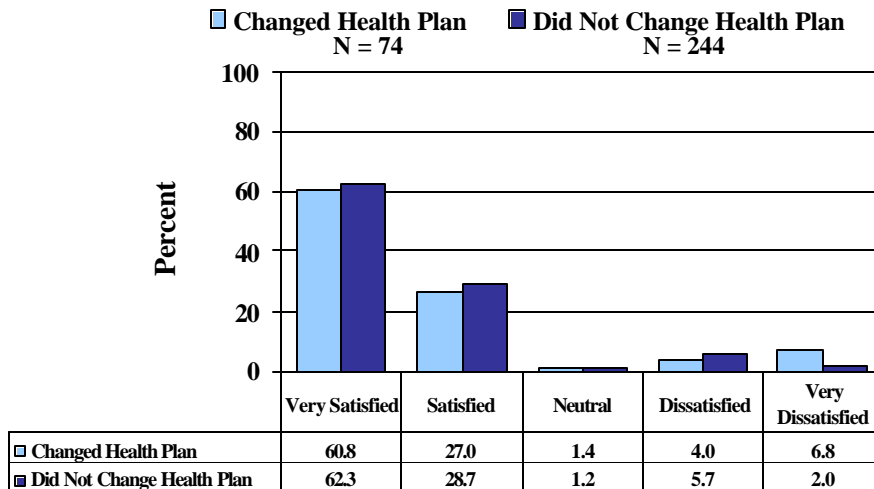
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are You that Your AHCCCS Doctor Listens, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



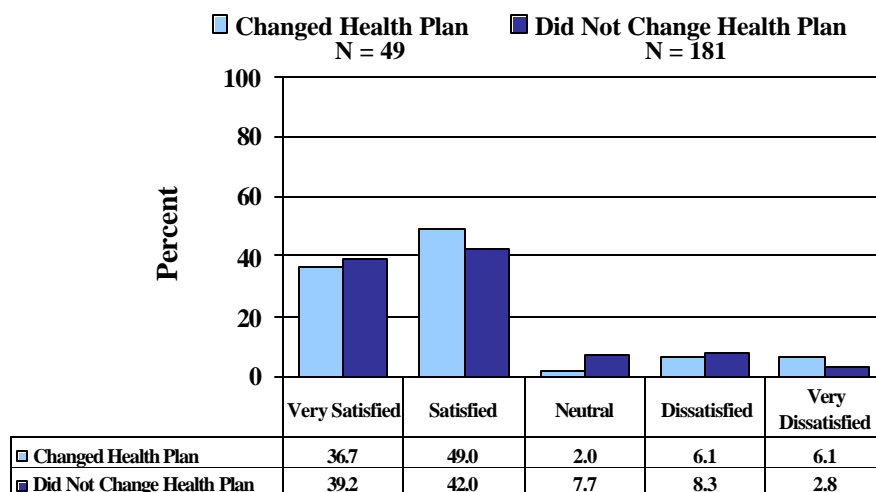
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are You that Your AHCCCS Doctor Listens, Comparison Among HCBS Consumers Who Changed and Who Did Not Change Health Plans



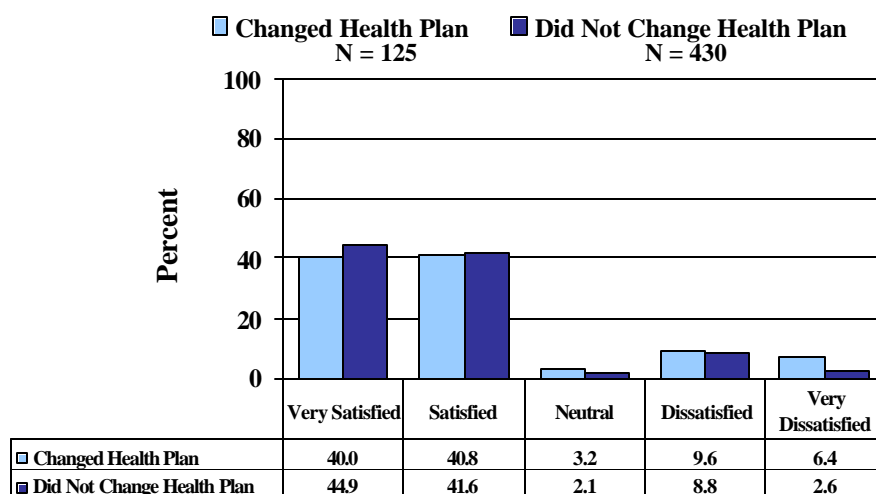
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are you that your AHCCCS Doctor Listens, Comparison Among NF Consumers Who Changed and Who Did Not Change Health Plans



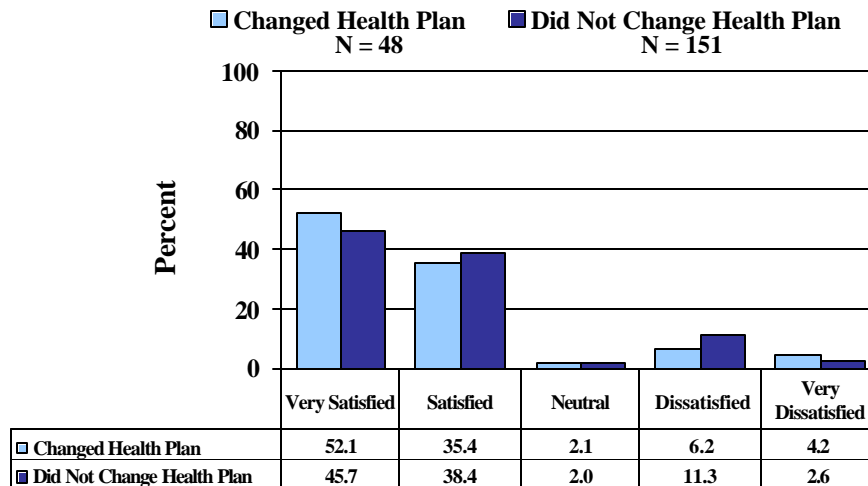
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer in Decision Making, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



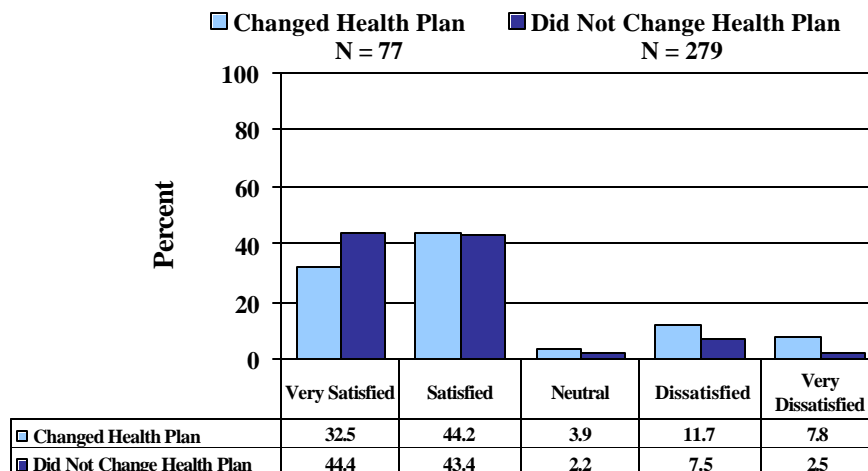
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer in Decision Making, Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



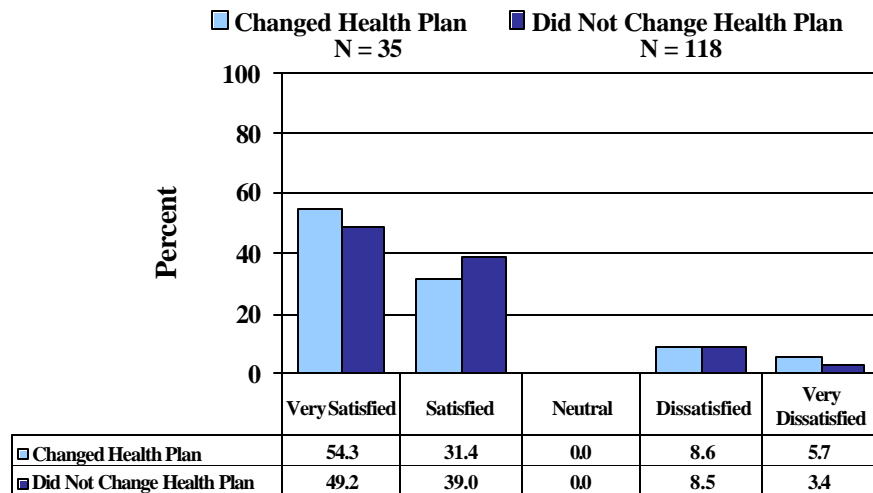
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer in Decision Making, Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



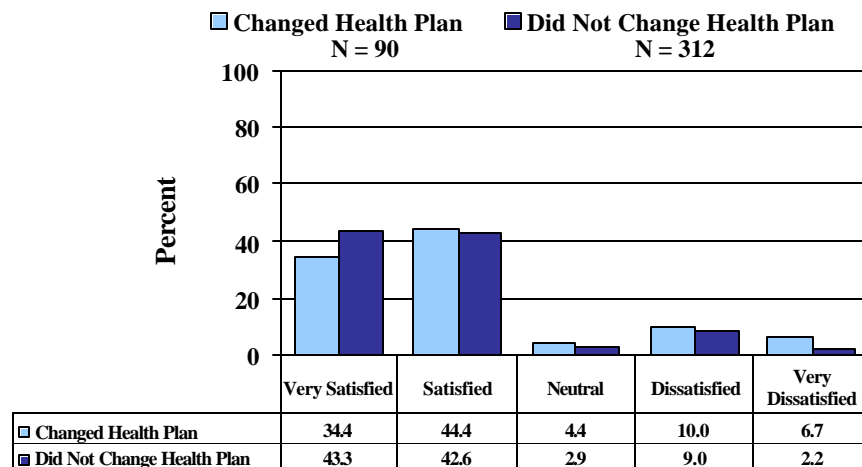
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer in Decision Making, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



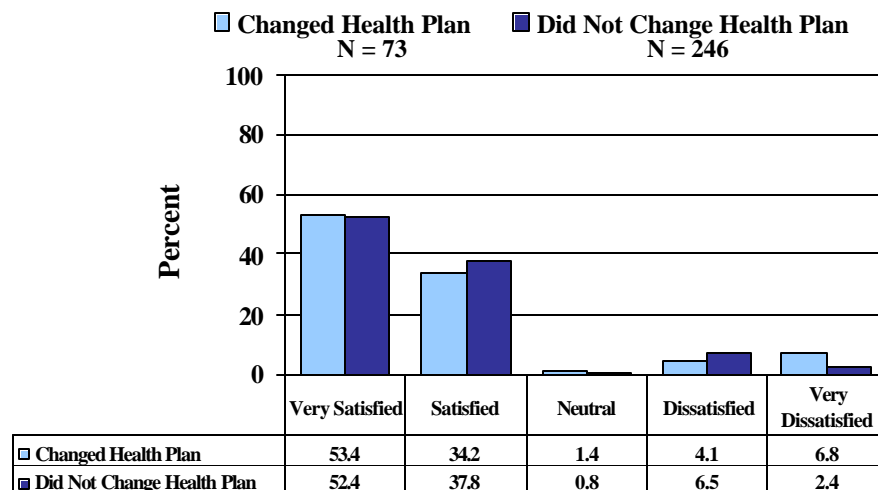
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer in Decision Making, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



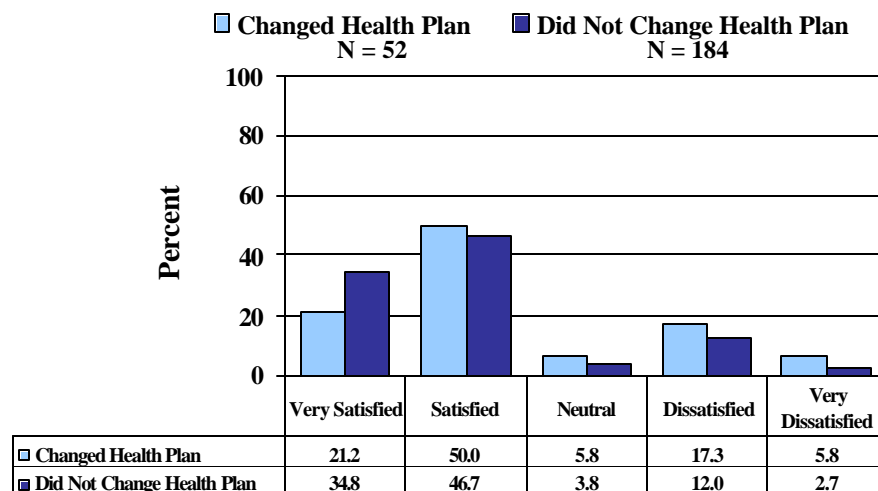
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer
in Decision Making, Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans



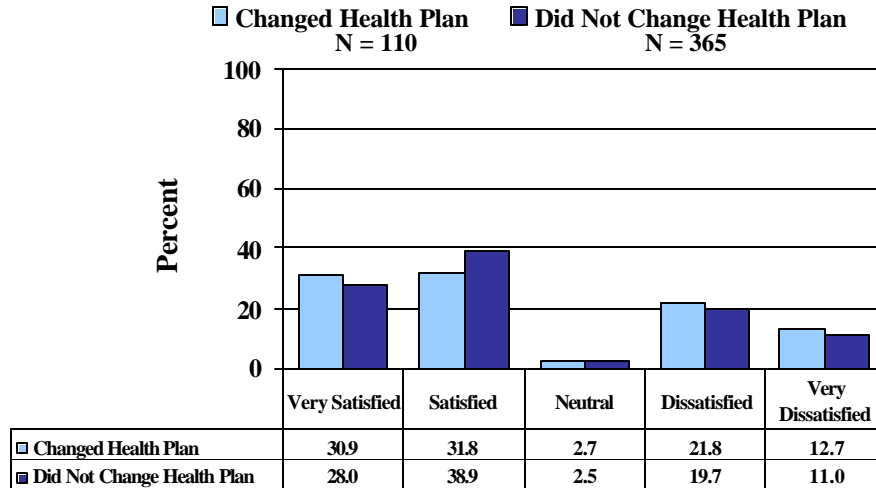
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer
in Decision Making, Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans



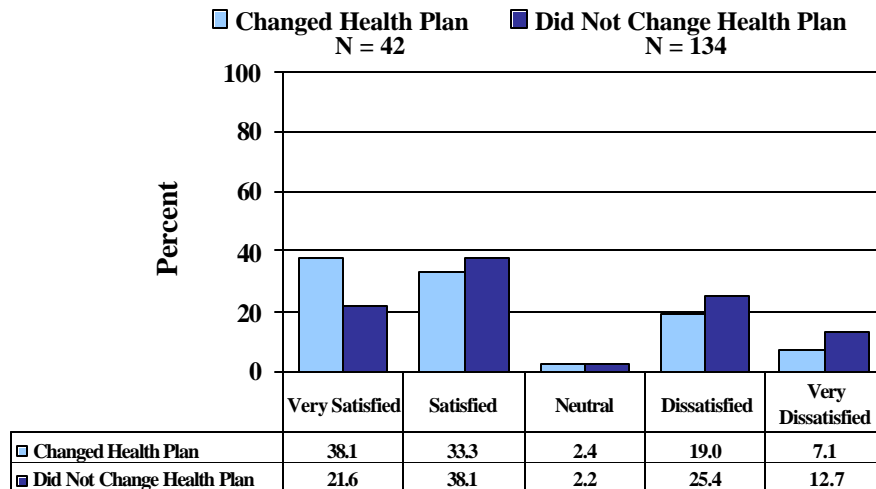
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable
Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



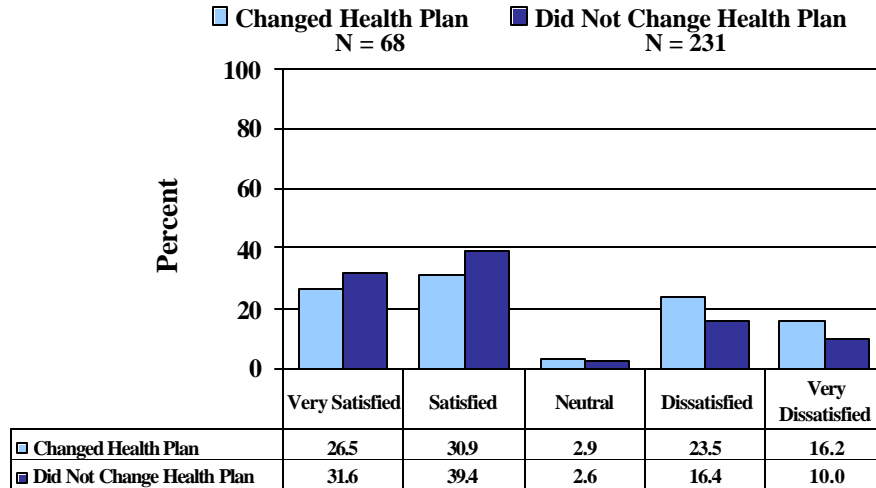
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable
Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



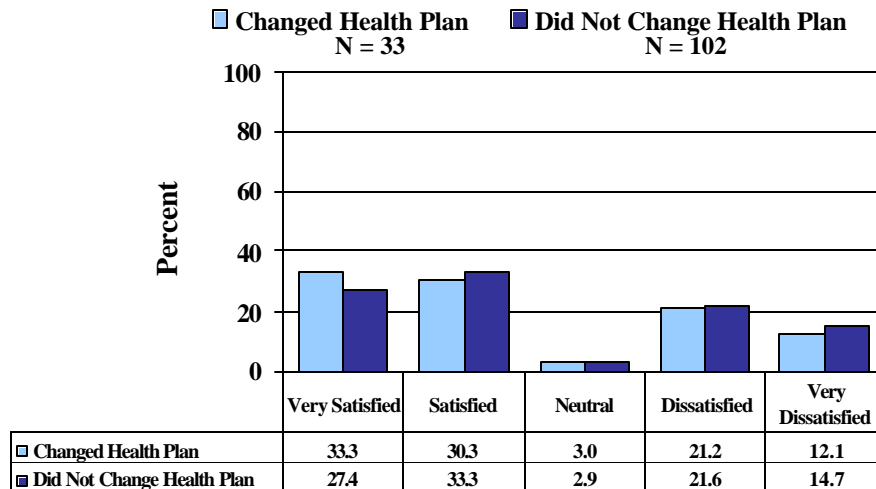
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



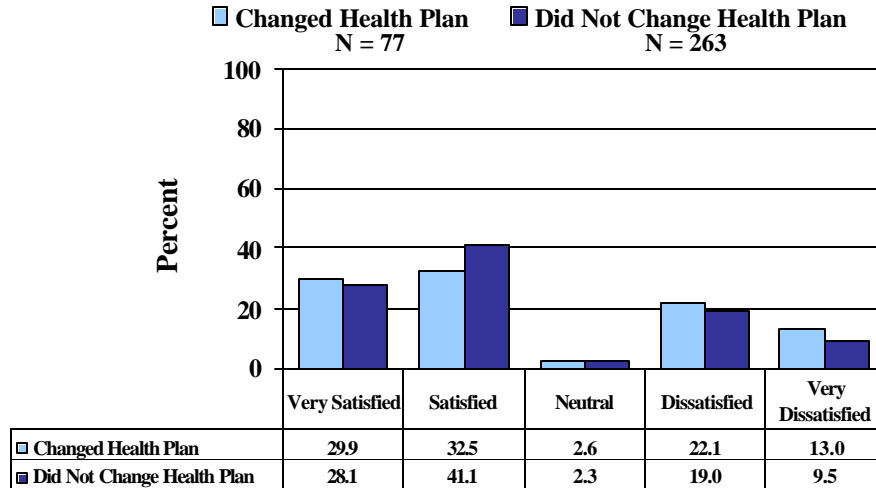
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans by Consumer Respondent



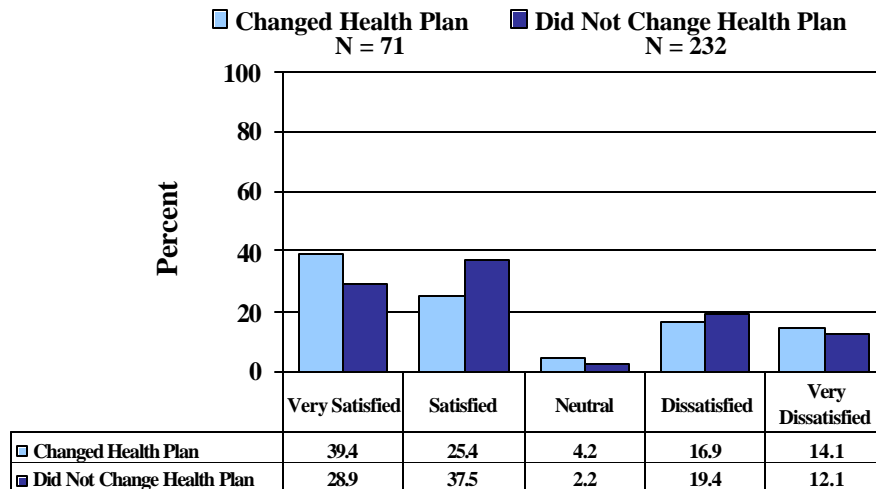
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent



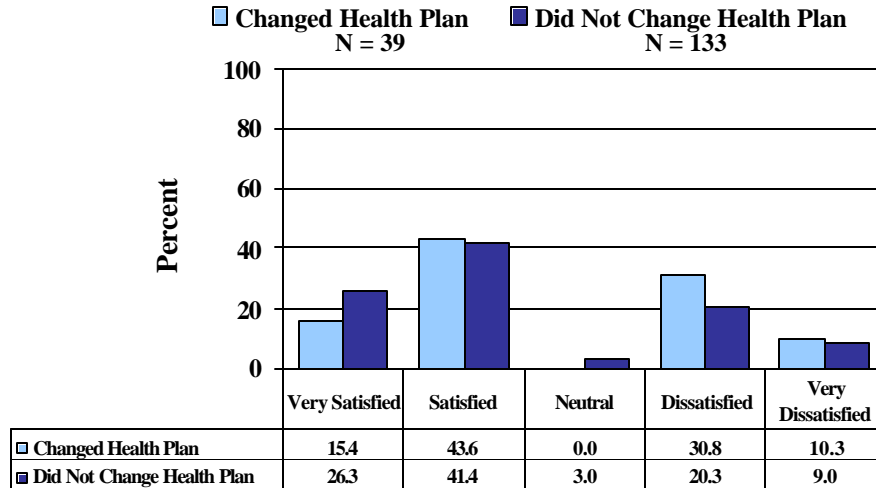
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable
Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans



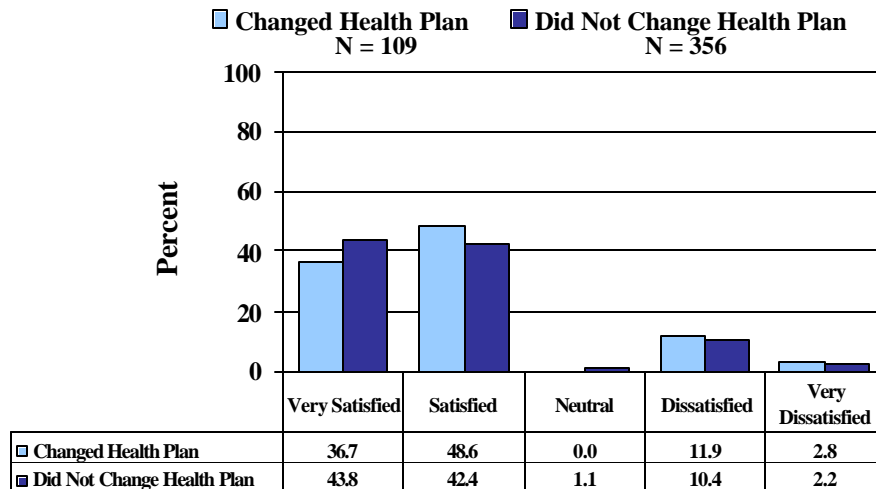
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable
Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans



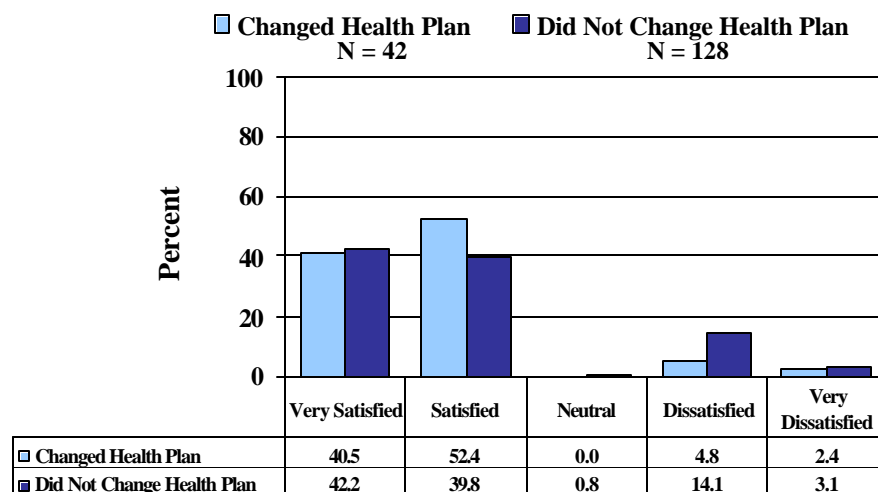
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans



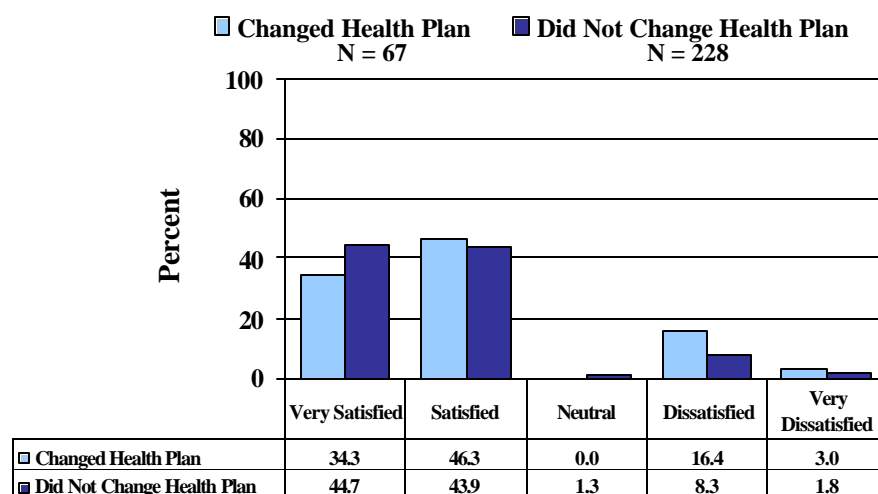
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



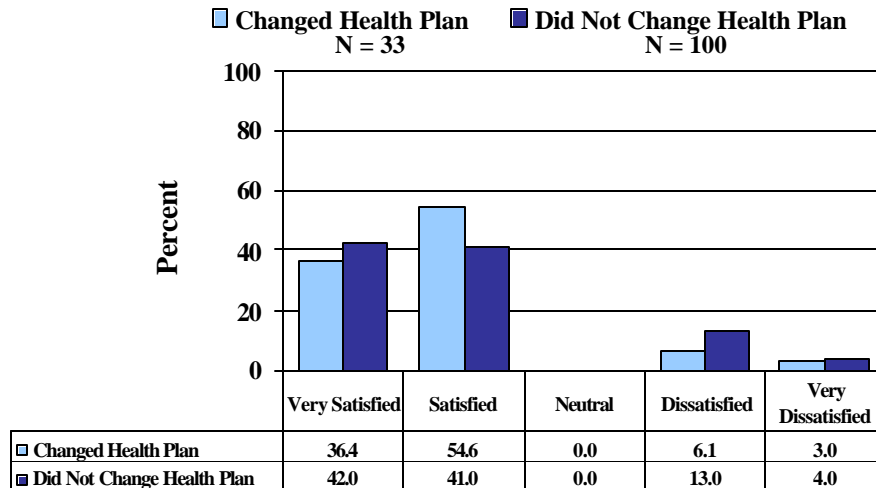
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



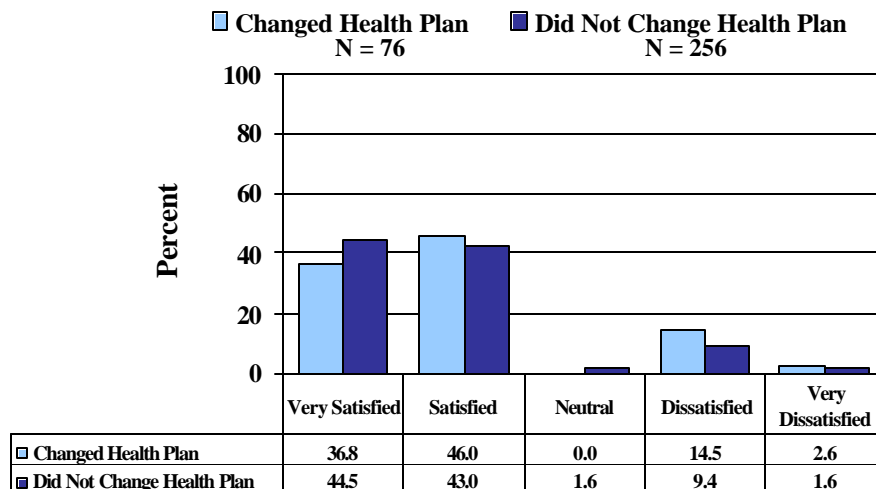
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



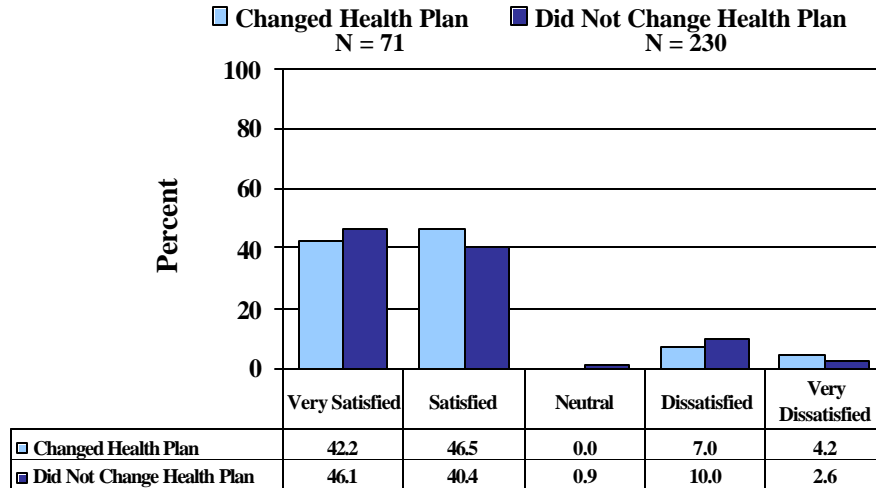
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent



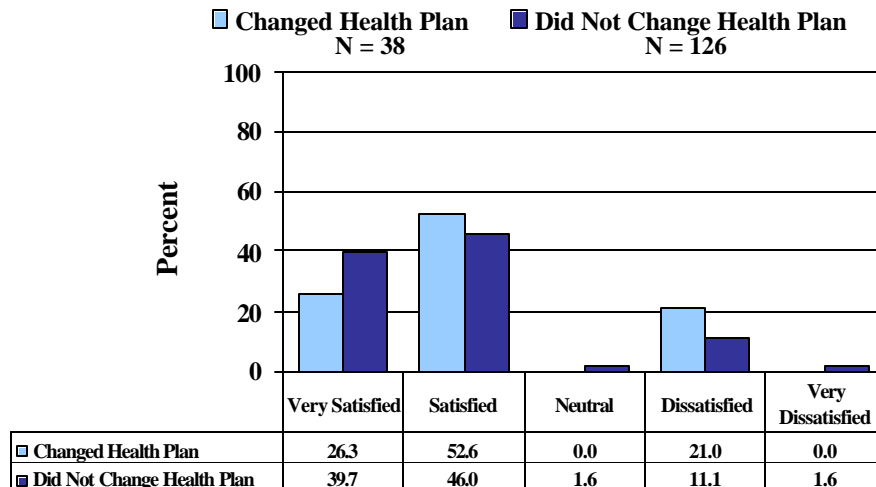
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed
Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans



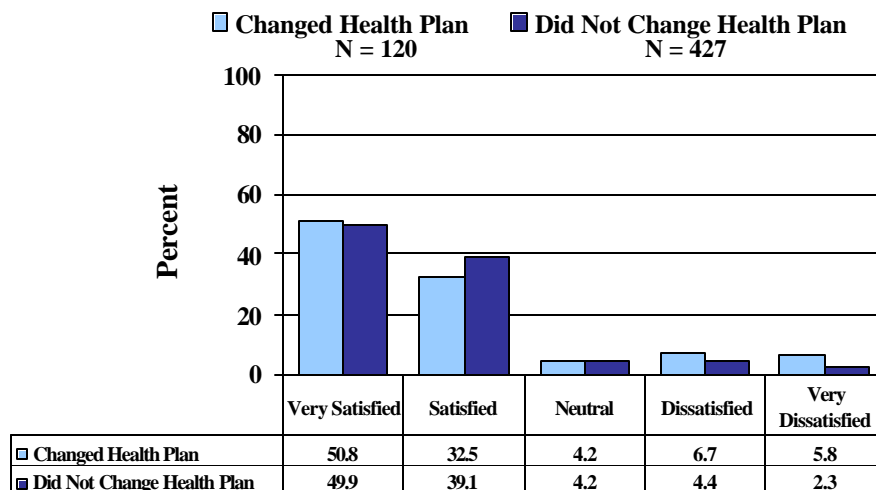
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed
Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans



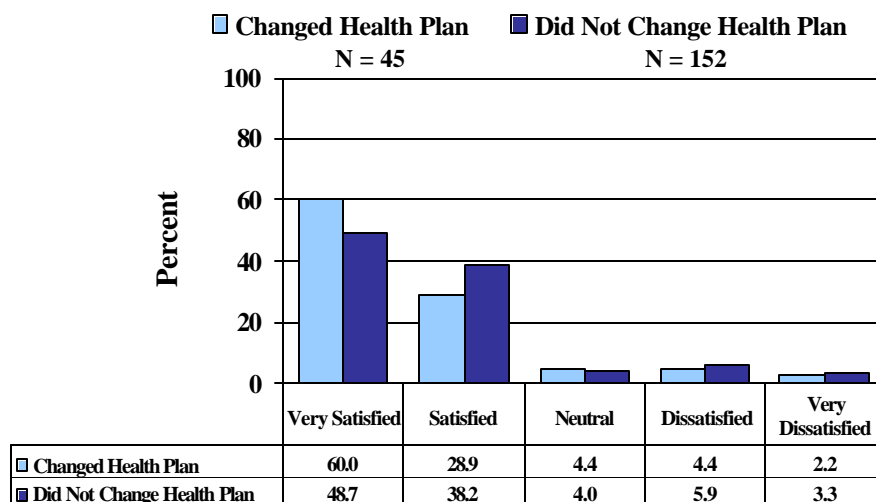
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 70: AHCCCS Doctor Shows Respect, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



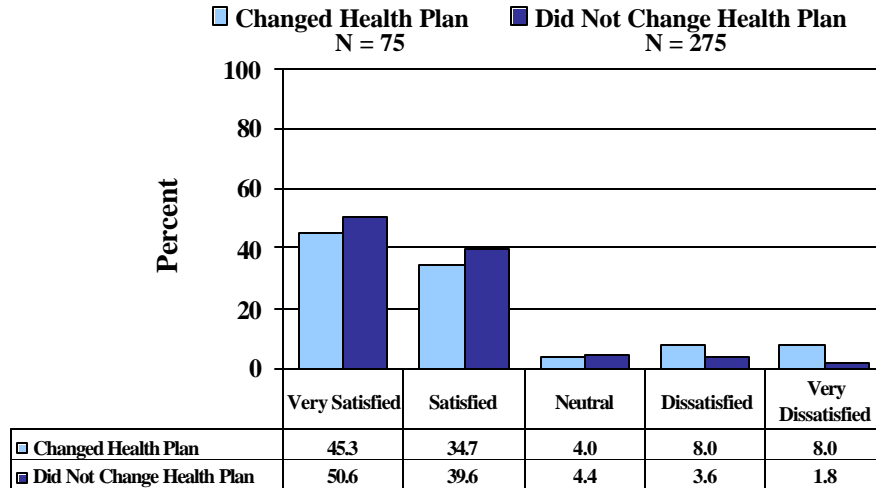
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 70: AHCCCS Doctor Shows Respect, Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



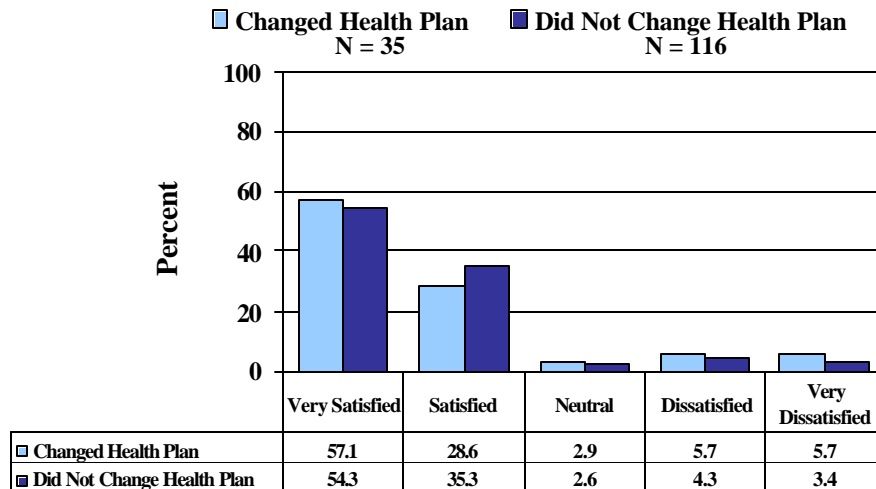
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 70: AHCCCS Doctor Shows Respect,
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



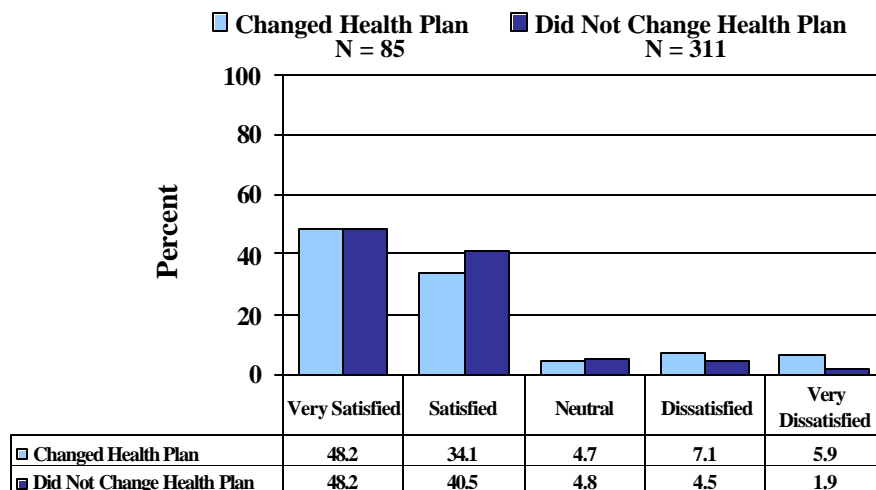
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.035).

Question 70: AHCCCS Doctor Shows Respect,
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



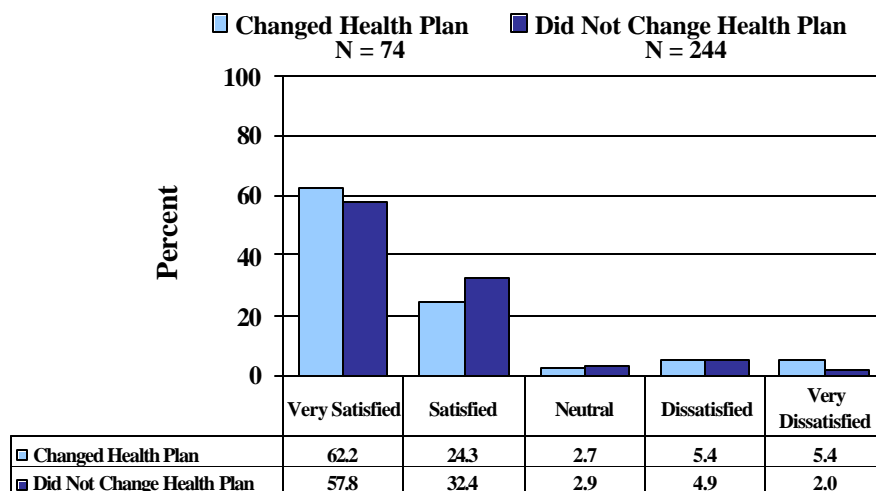
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 70: AHCCCS Doctor Shows Respect,
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent



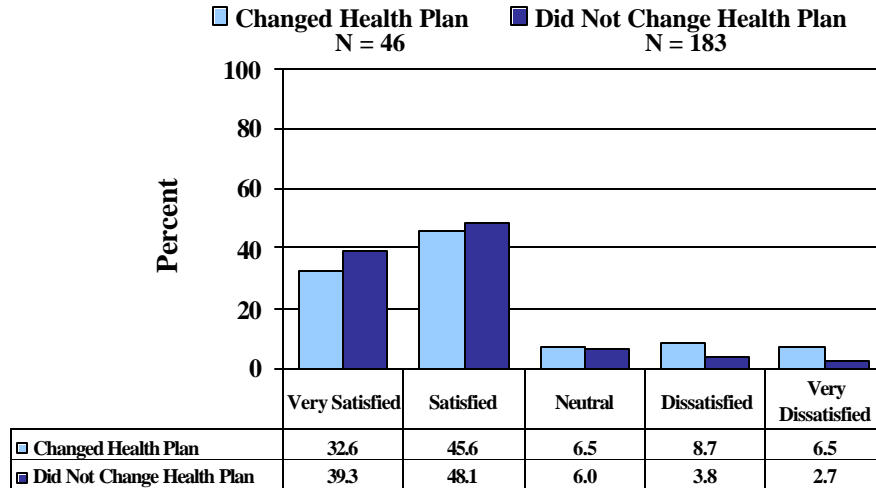
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 70: AHCCCS Doctor Shows Respect,
Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans



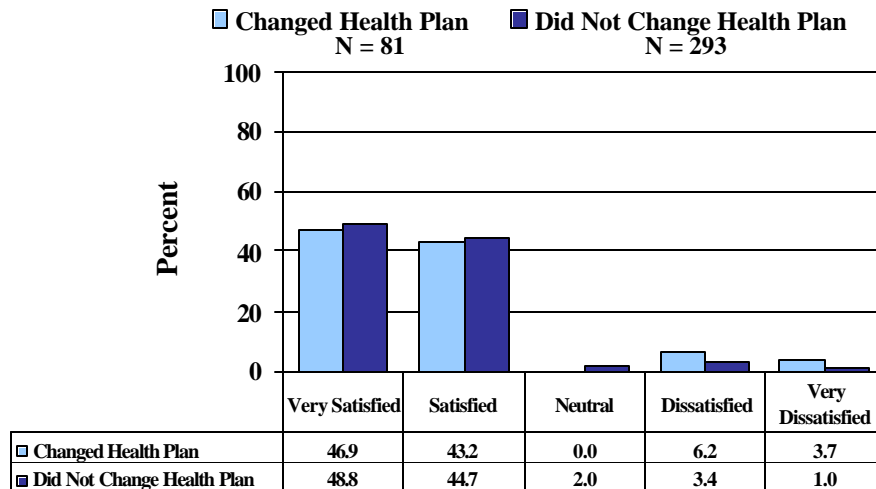
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 70: AHCCCS Doctor Shows Respect,
Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans



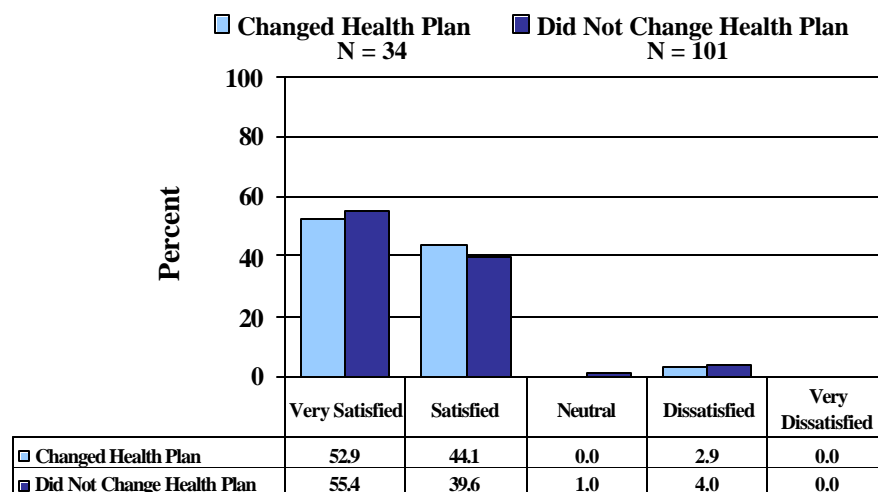
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans



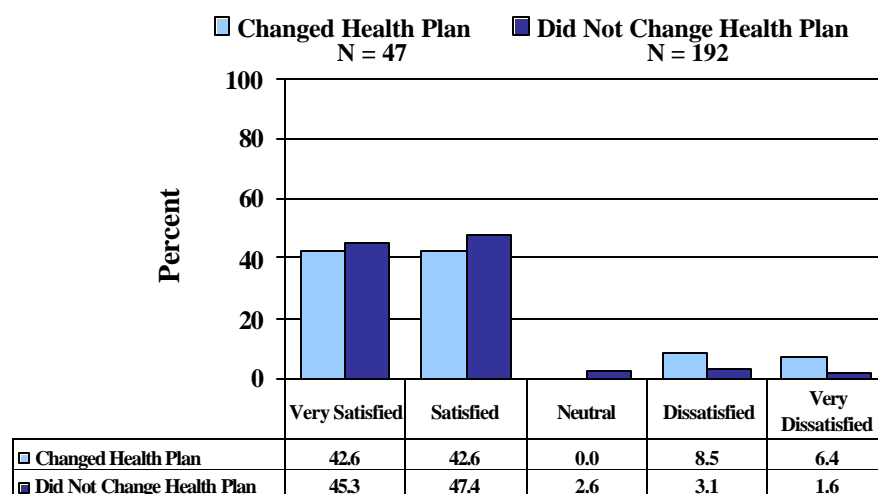
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



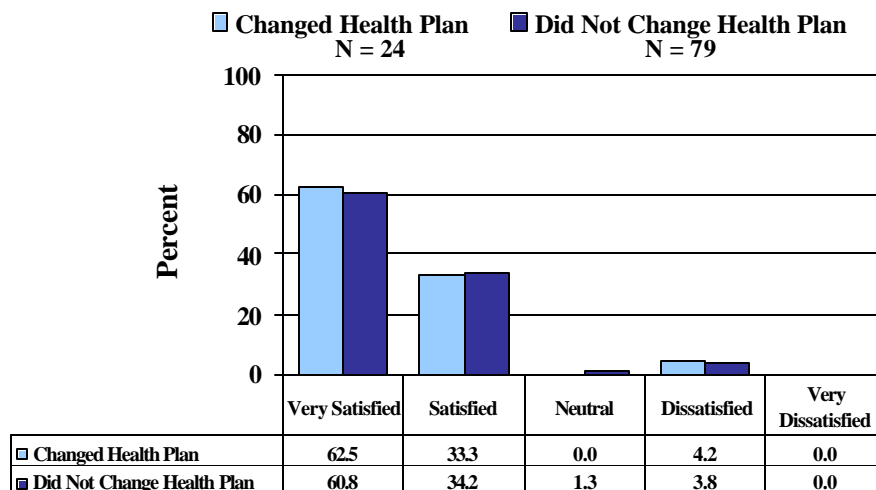
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



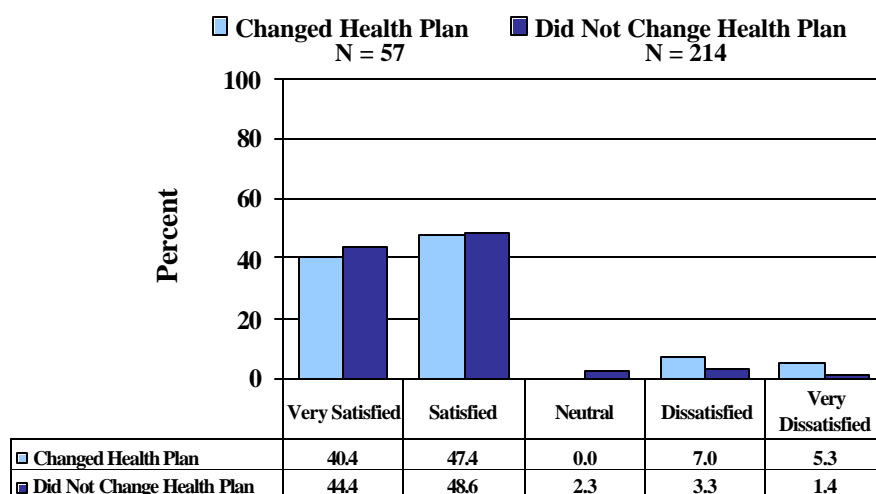
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



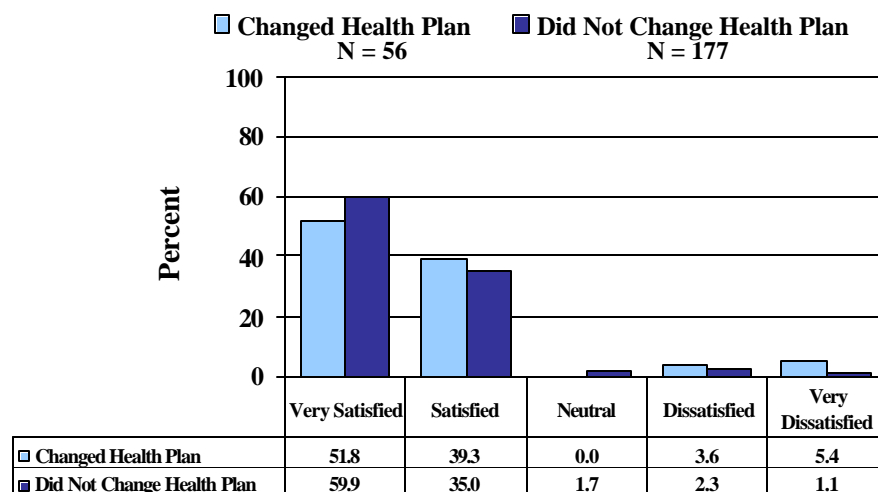
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent



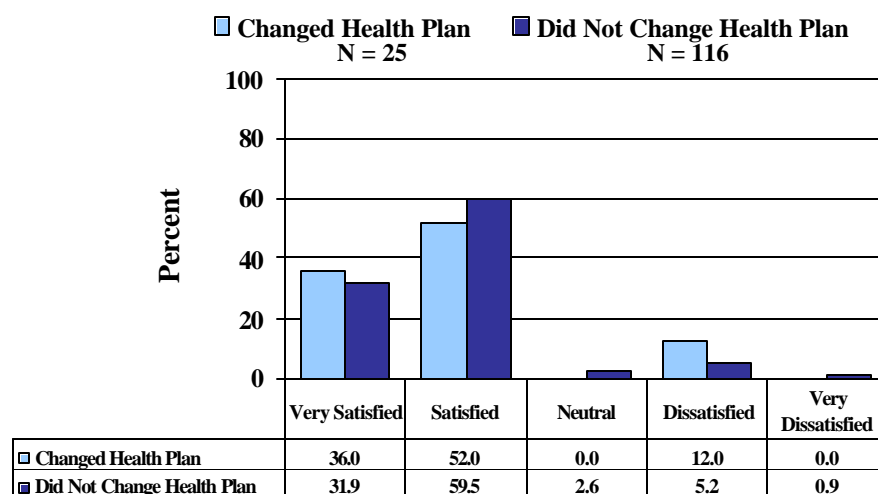
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs
Comparison Among HCBS Consumers
Who Changed and Who Did Not Change Health Plans



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

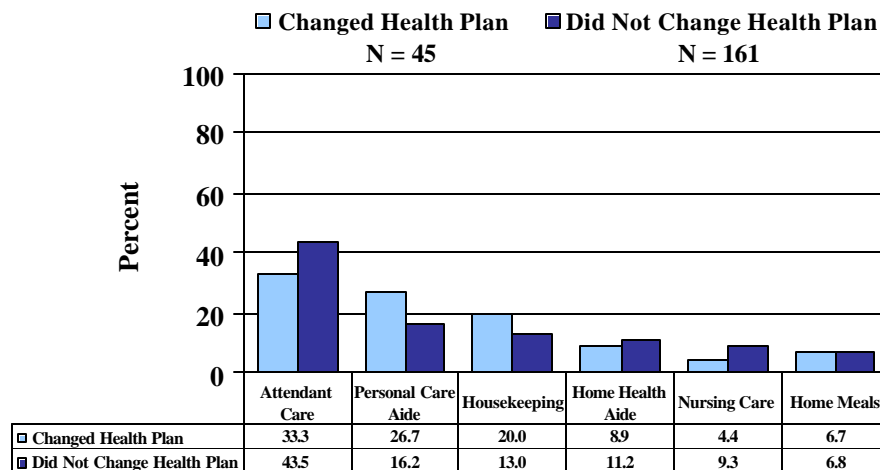
Question 72: AHCCCS Doctor Considers Cultural Needs
Comparison Among NF Consumers
Who Changed and Who Did Not Change Health Plans



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

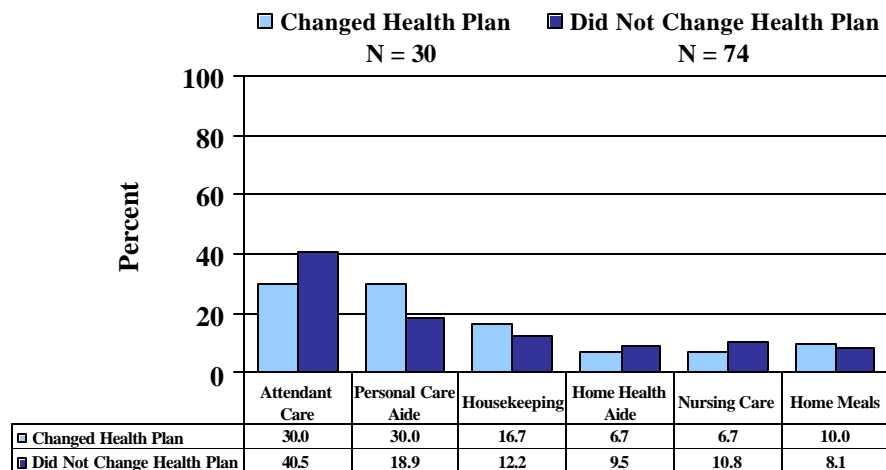
CAREGIVERS IN THE HCBS ENVIRONMENT

Question 82: Most Important Services for HCBS Consumers, Comparison Among Consumers Who Changed and Did Not Change Health Plans



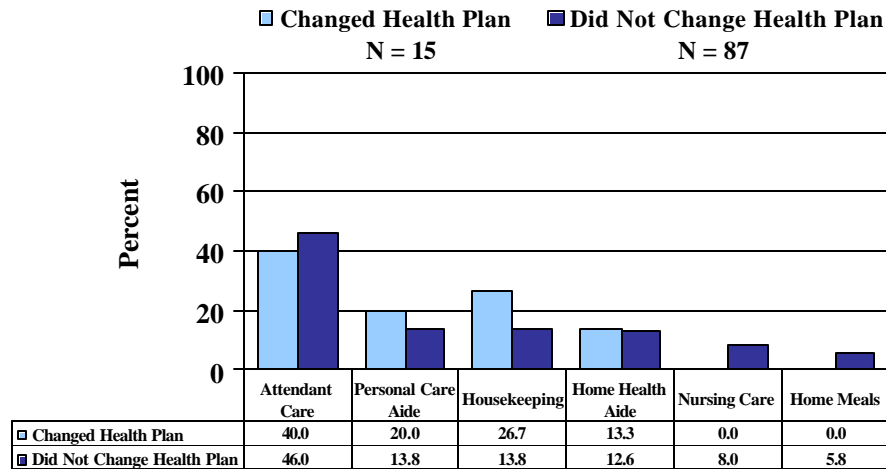
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 82: Most Important Services for HCBS Consumers, Comparison Among Consumers 18 to 64 Years of Age Who Changed and Did Not Change Health Plans



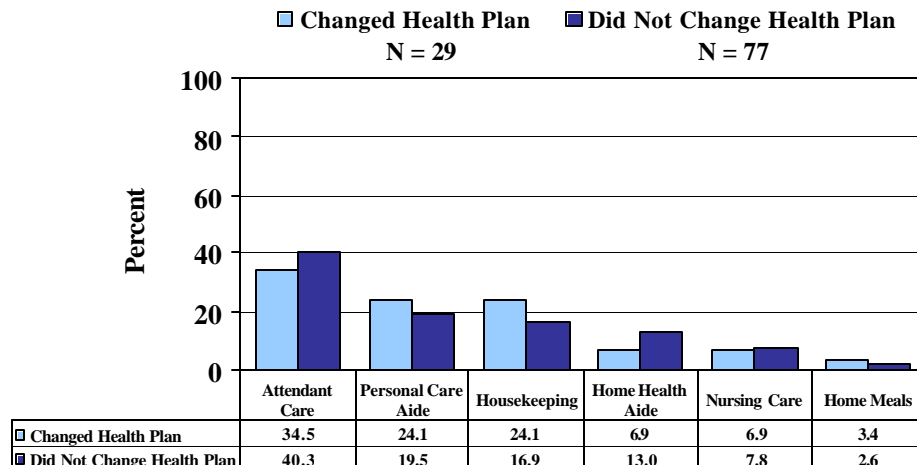
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 82: Most Important Services
for HCBS Consumers, Comparison Among Consumers
65 Years of Age or Older Who Changed and Did Not
Change Health Plans**



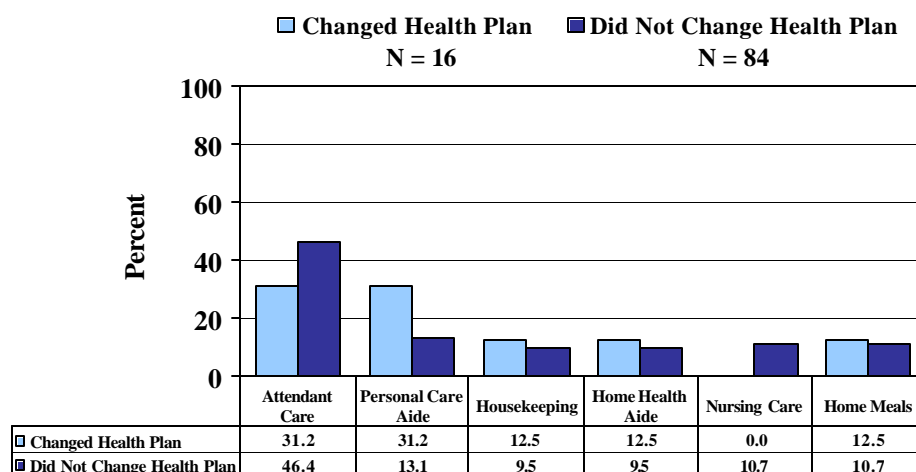
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 82: Most Important Services
for HCBS Consumers, Comparison Among Consumers
Who Changed and Who Did Not Change Health Plans, by
Consumer Respondent**



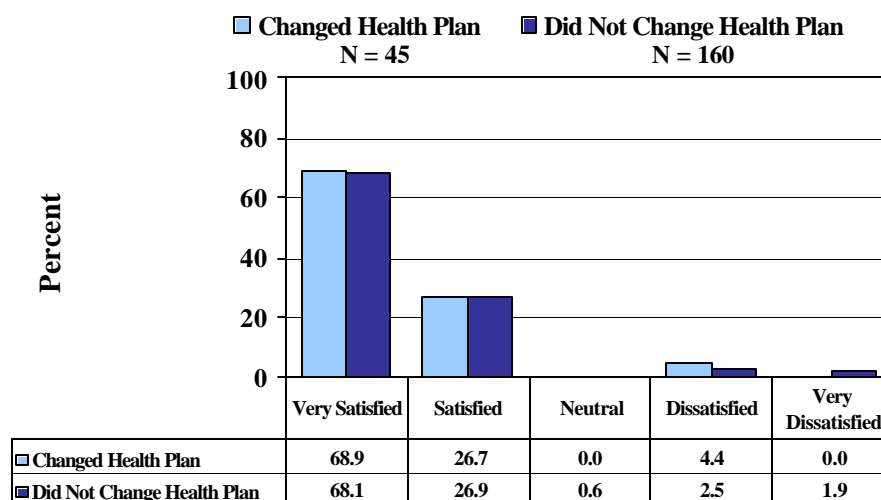
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 82: Most Important Services
for HCBS Consumers, Comparison Among Consumers
Who Changed and Who Did Not Change Health Plans, by
Proxy Respondent**



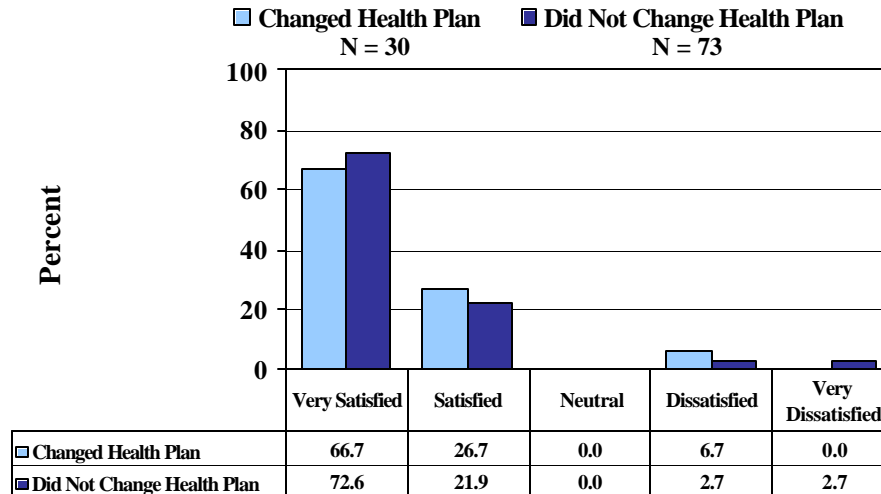
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 96: Overall Satisfaction with HCBS Caregiver
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans**



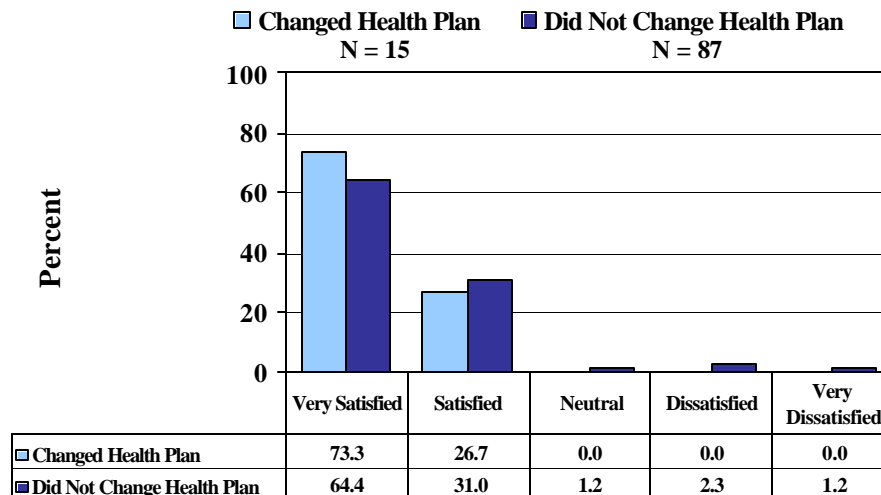
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 96: Overall Satisfaction with HCBS Caregiver Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



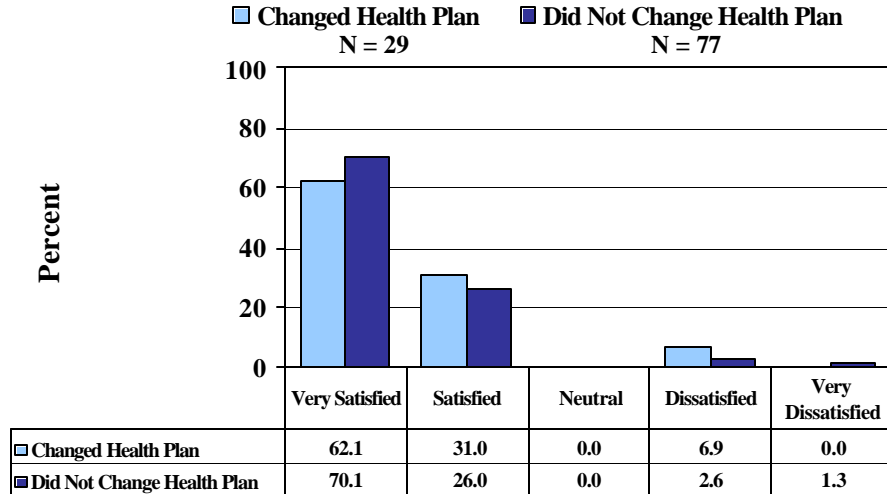
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 96: Overall Satisfaction with HCBS Caregiver Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



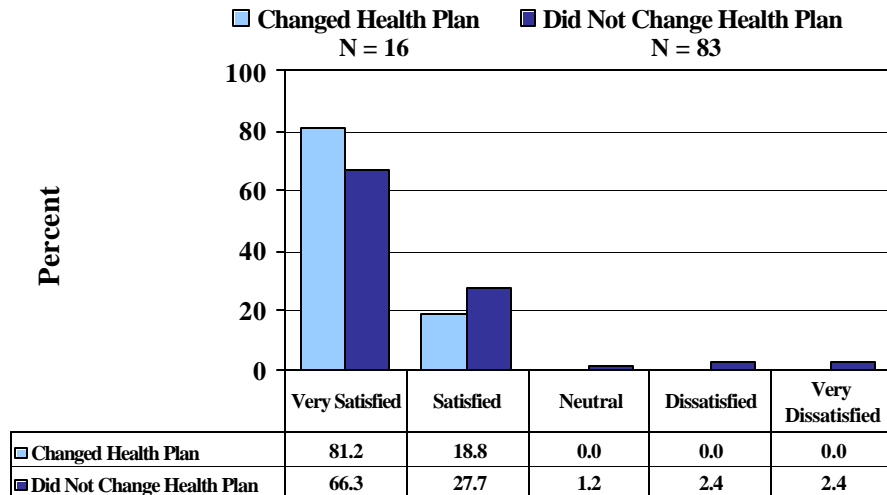
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 96: Overall Satisfaction with HCBS Caregiver
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



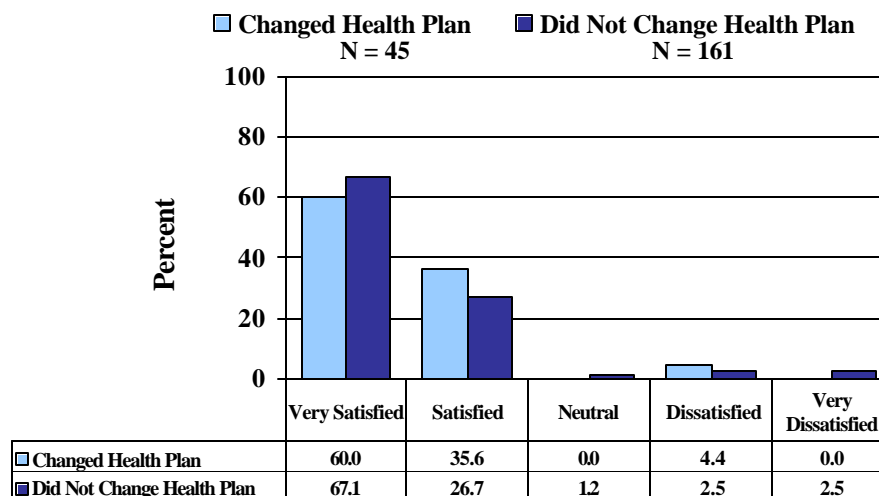
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 96: Overall Satisfaction with HCBS Caregiver
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent



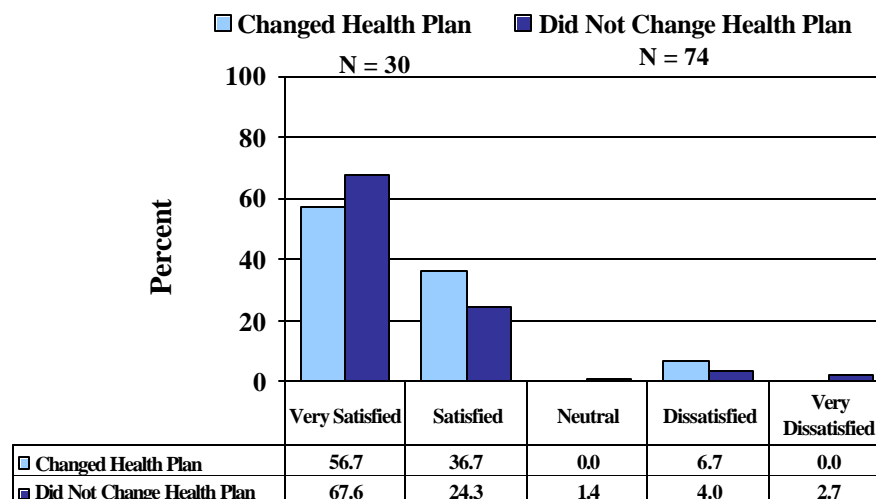
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 85: How Satisfied are you that your HCBS Caregiver Listens , Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



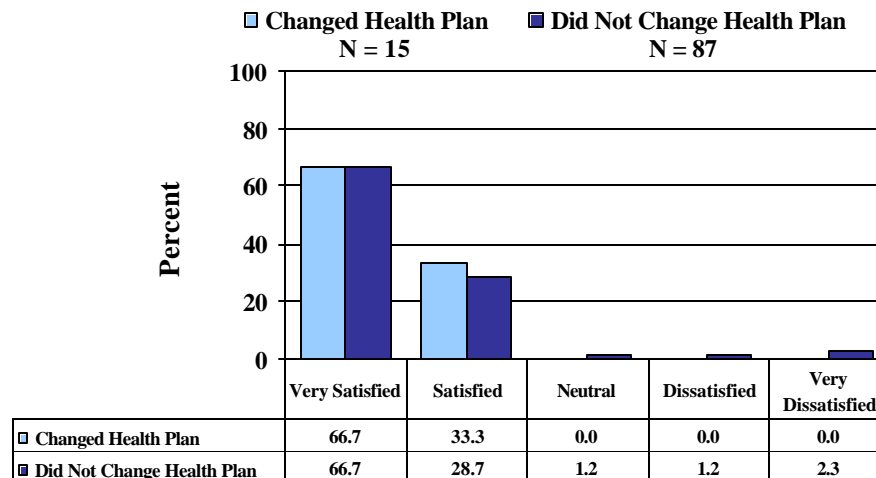
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 85: How Satisfied are you that your HCBS Caregiver Listens , Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



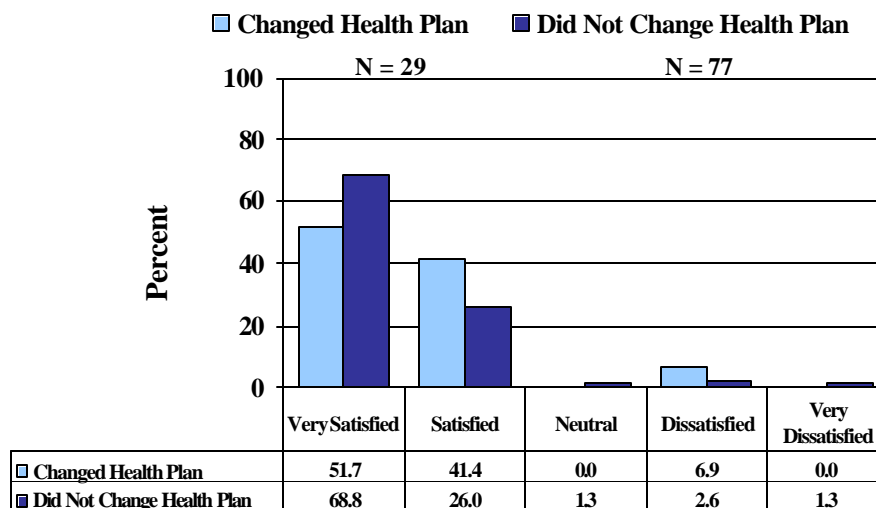
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 85: How Satisfied are You that Your HCBS Caregiver Listens , Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



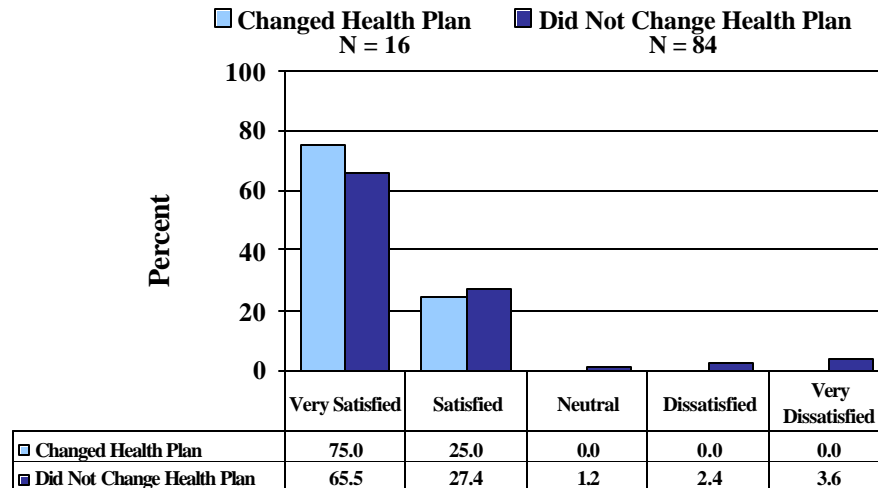
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 85: How Satisfied are You that Your HCBS Caregiver Listens , Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



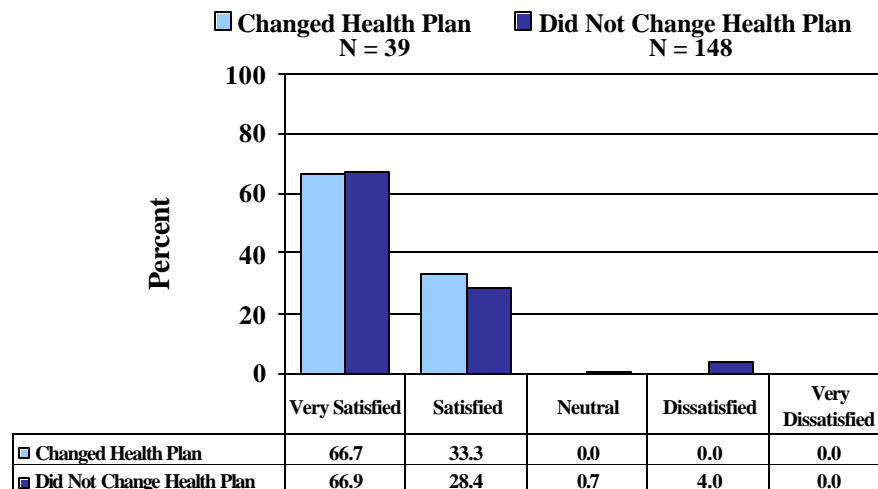
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 85: How Satisfied are you that your HCBS Caregiver Listens , Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



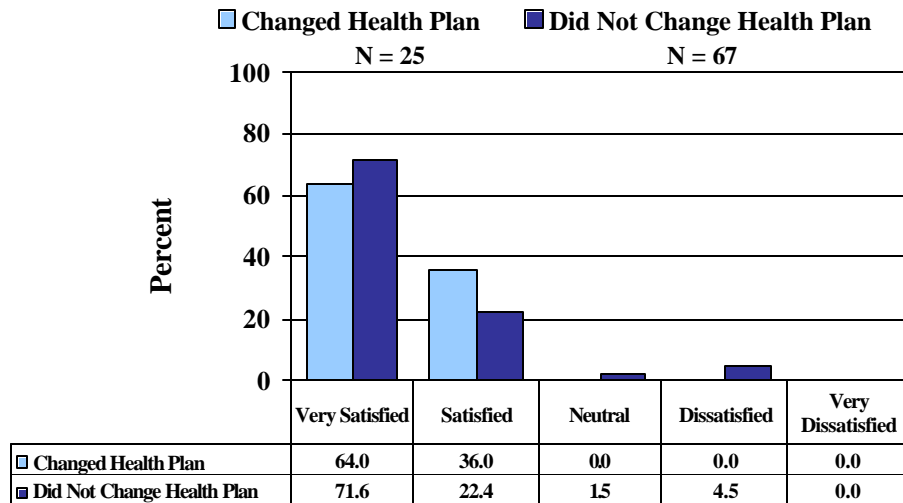
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 86: HCBS Caregiver Involves Consumer in Decision Making, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



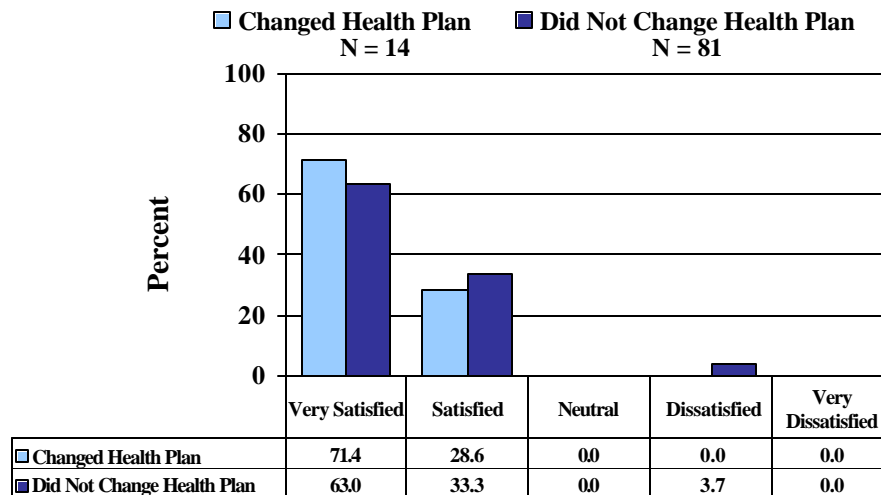
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 86: HCBS Caregiver Involves Consumer in Decision Making, Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



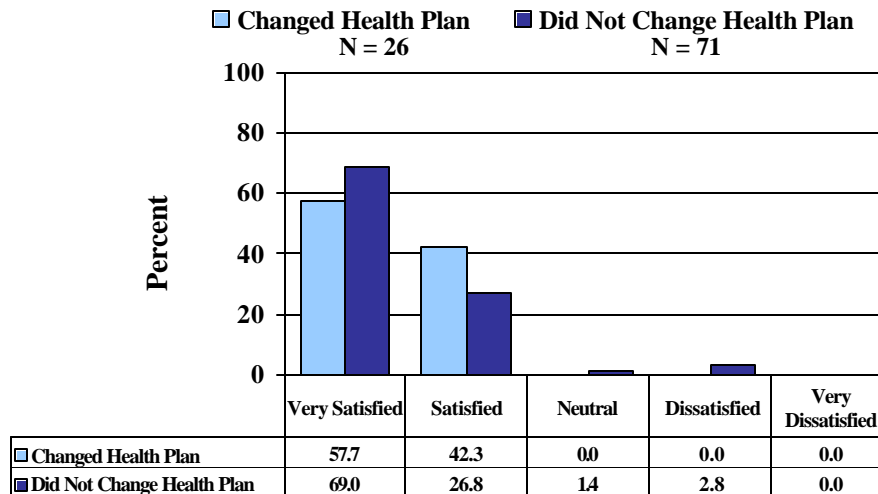
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 86: HCBS Caregiver Involves Consumer in Decision Making, Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



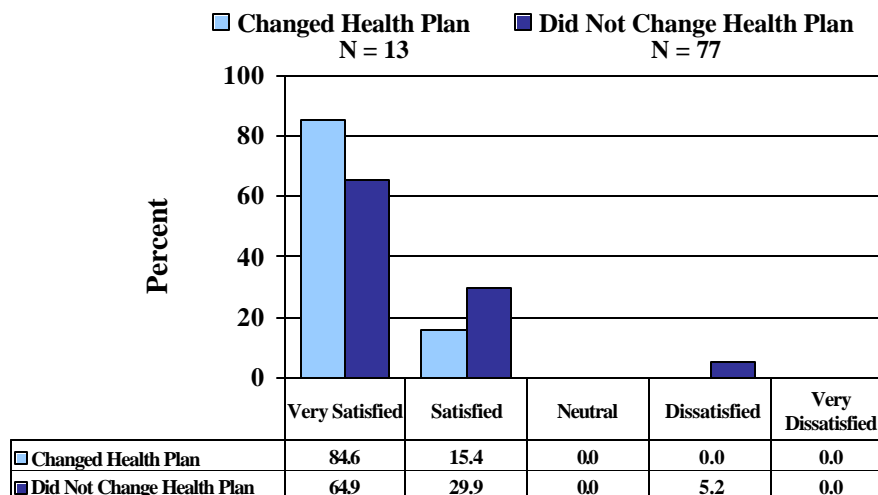
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 86: HCBS Caregiver Involves Consumer in Decision Making, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



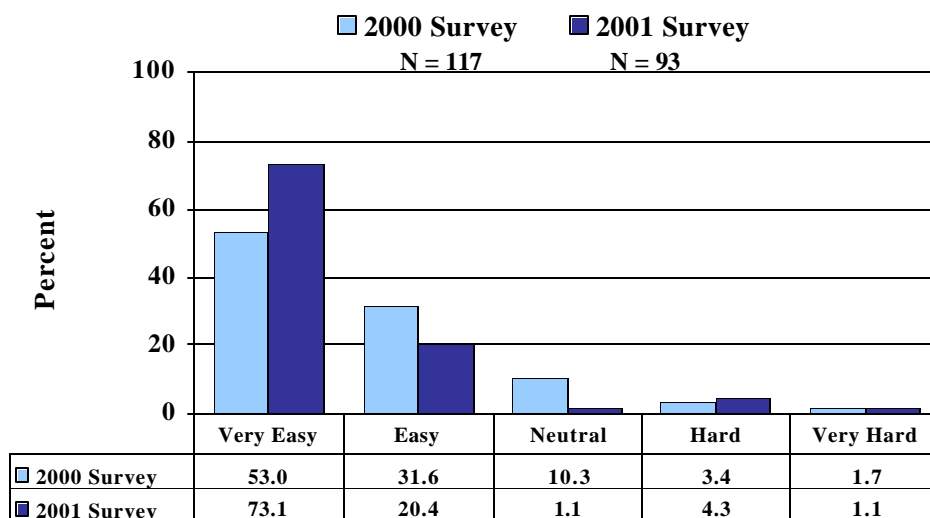
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 86: HCBS Caregiver Involves Consumer in Decision Making, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



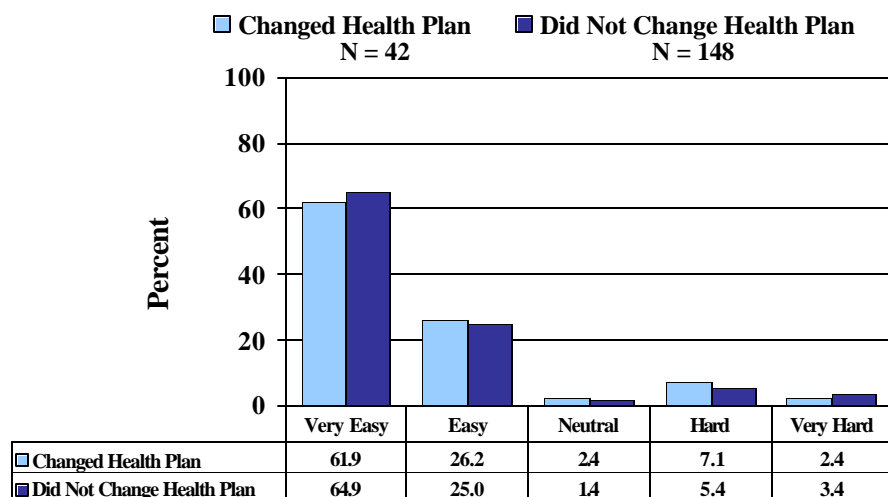
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 87: HCBS Caregiver is Reachable
Comparison Between 2000 and 2001
by Proxy Respondents



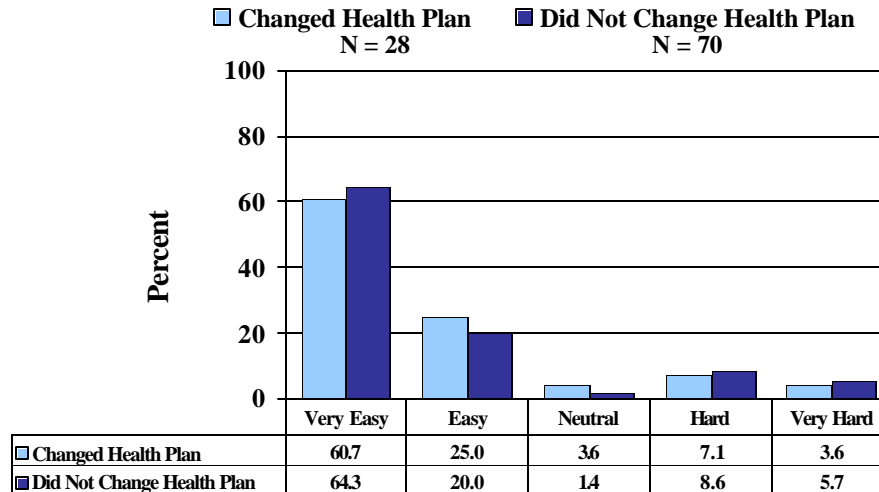
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.011) by survey year.

Question 87: HCBS Caregiver is Reachable
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans



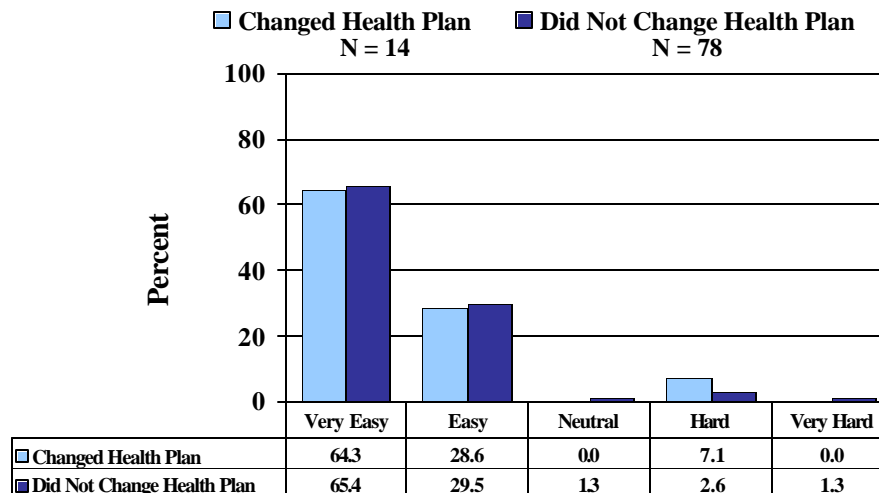
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 87: HCBS Caregiver is Reachable
Comparison Among Consumers 18 to 64 Years of Age
Who Changed and Who Did Not Change Health Plans



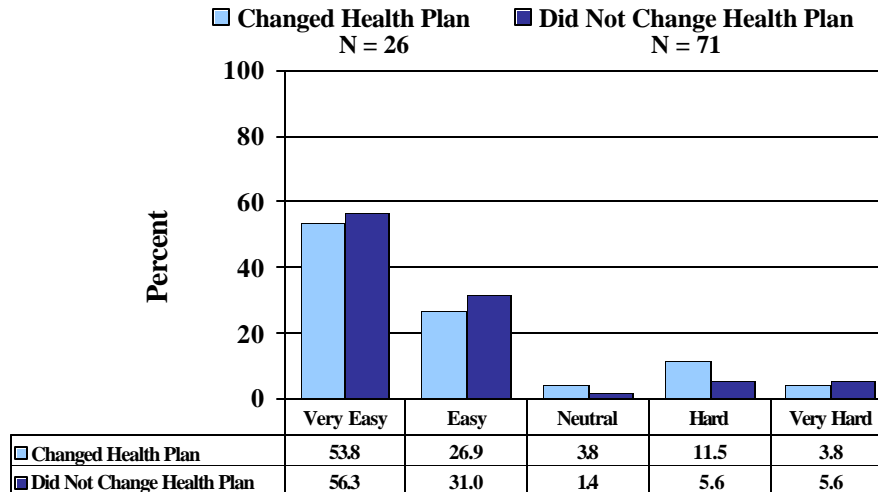
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 87: HCBS Caregiver is Reachable
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



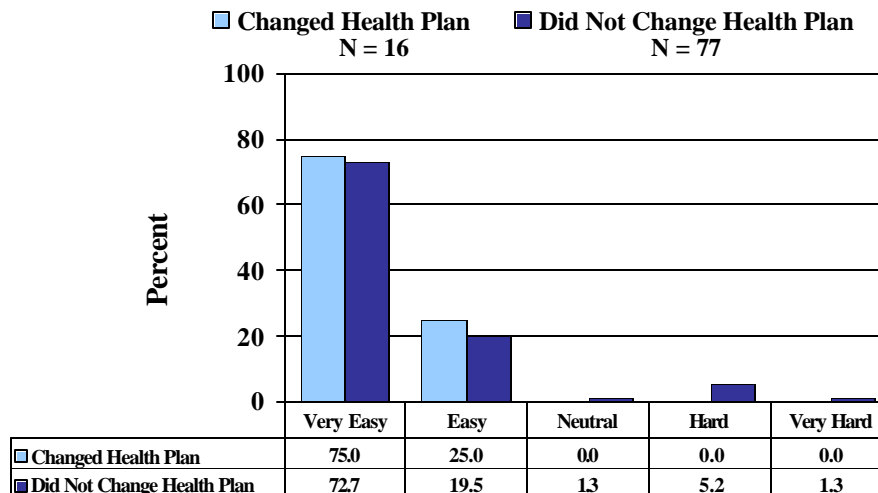
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 87: HCBS Caregiver is Reachable
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent**



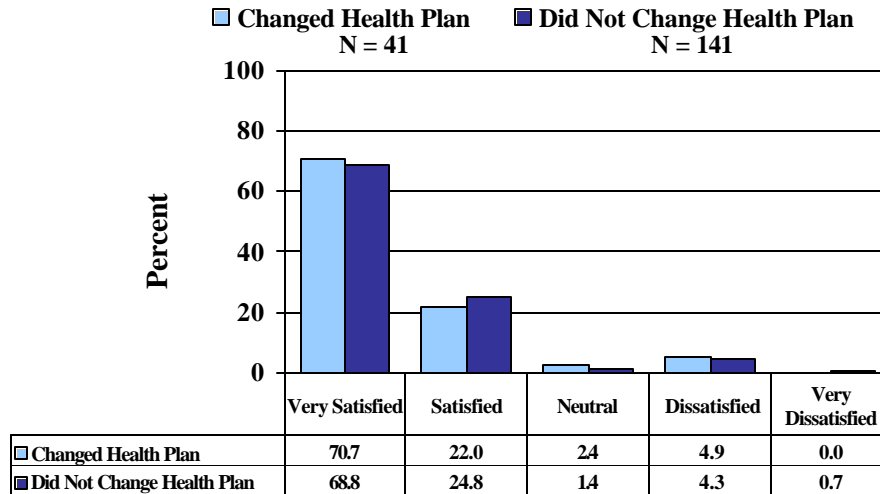
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 87: HCBS Caregiver is Reachable
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent**



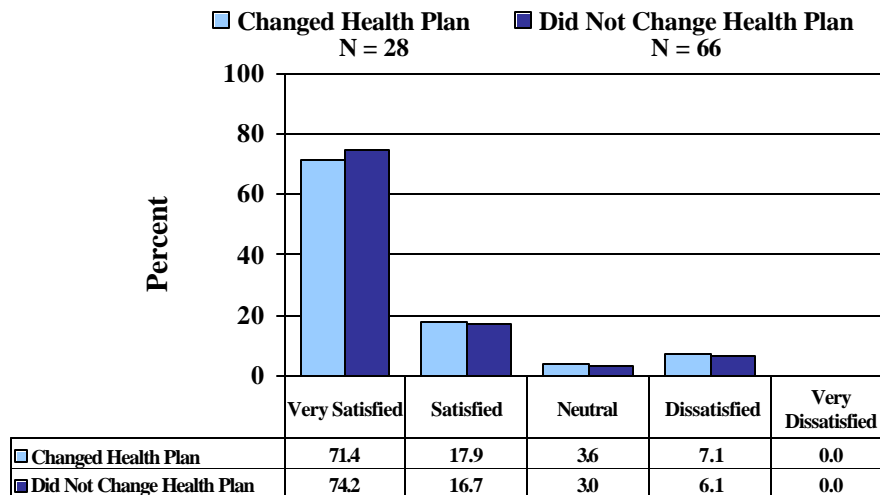
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 88: HCBS Caregiver Provides Help Needed,
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans**



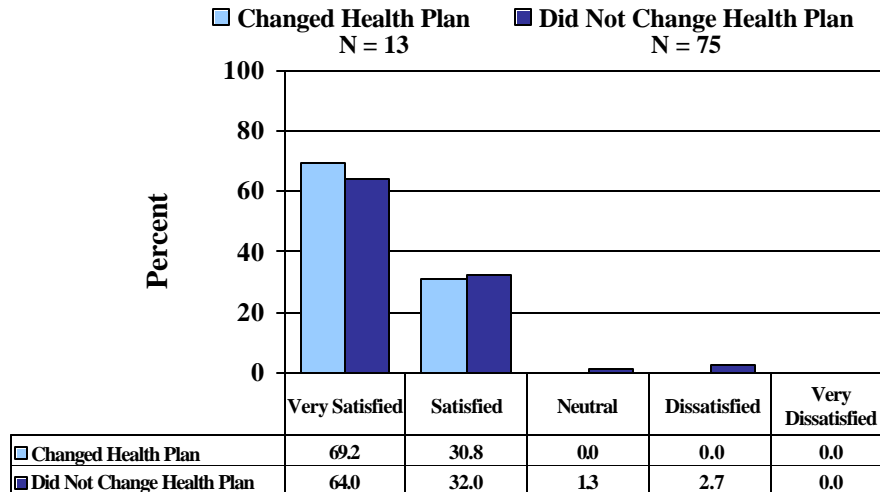
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 88: HCBS Caregiver Provides Help Needed,
Comparison Among Consumers 18 to 64 Years of Age
Who Changed and Who Did Not Change Health Plans**



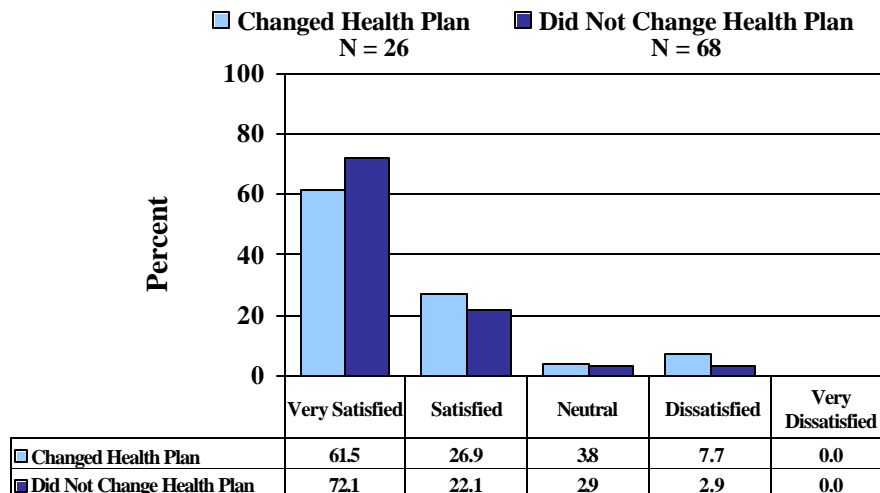
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 88: HCBS Caregiver Provides Help Needed,
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



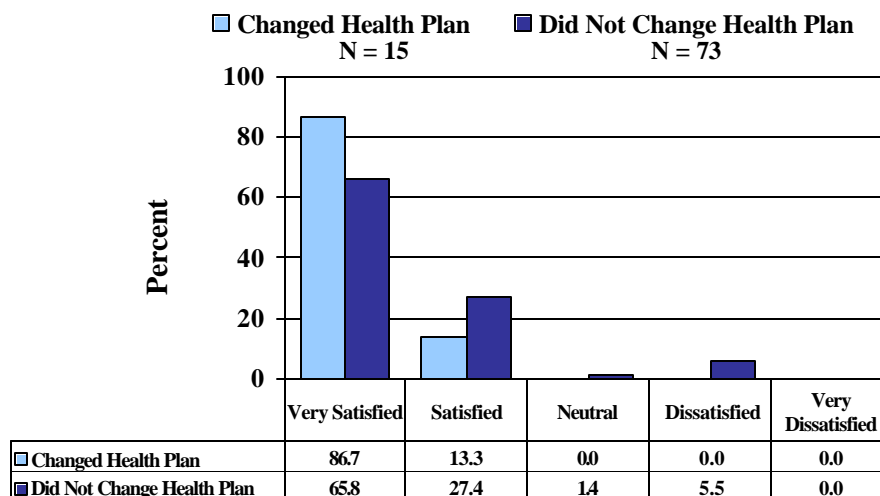
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 88: HCBS Caregiver Provides Help Needed,
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



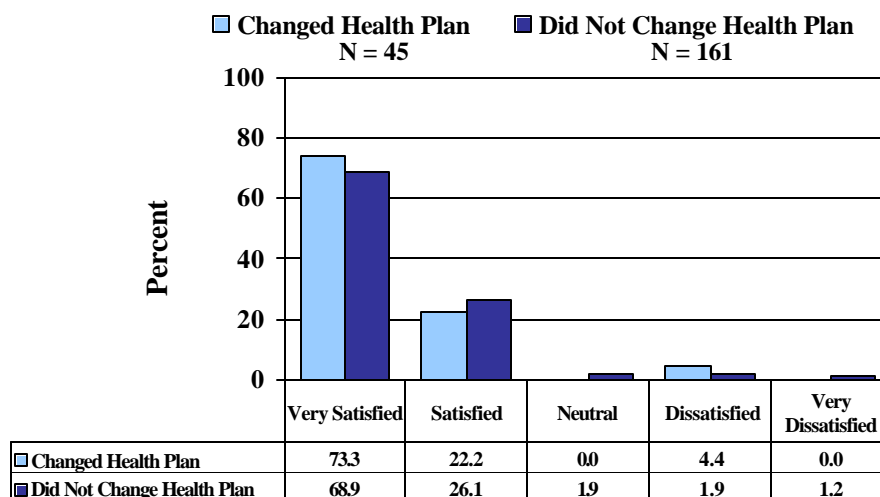
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 88: HCBS Caregiver Provides Help Needed,
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent**



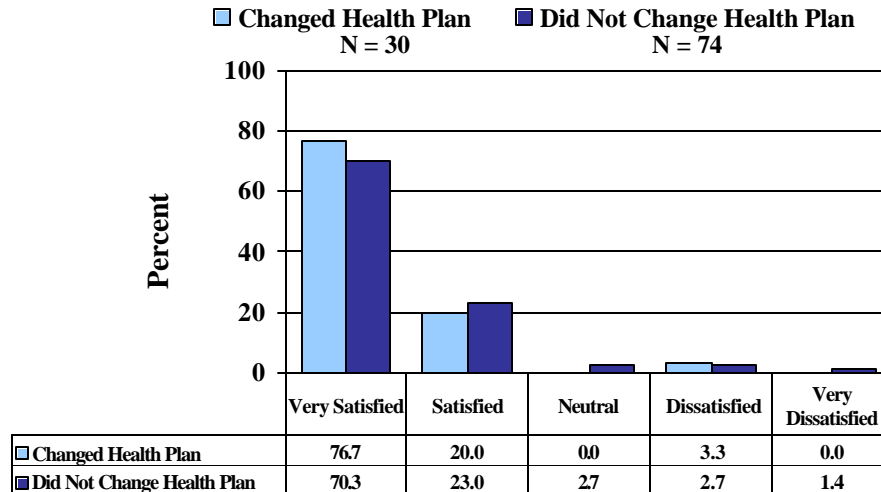
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 91: HCBS Caregiver Shows Respect
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans**



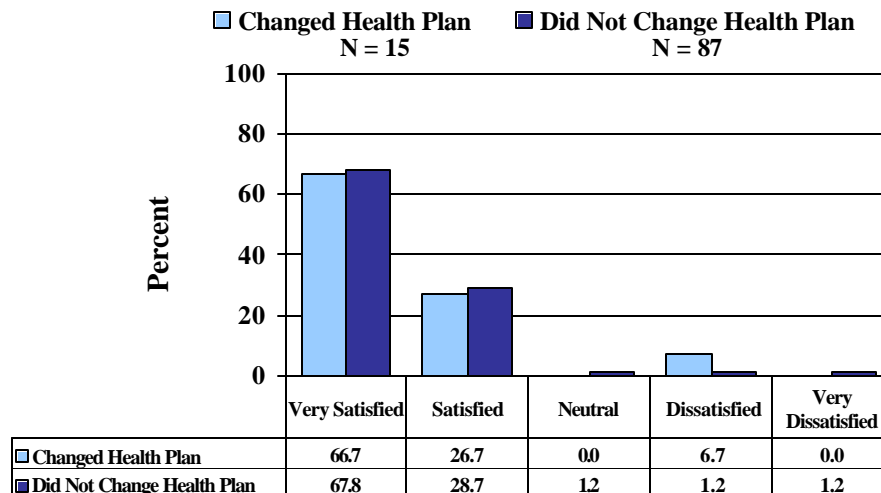
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 91: HCBS Caregiver Shows Respect Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



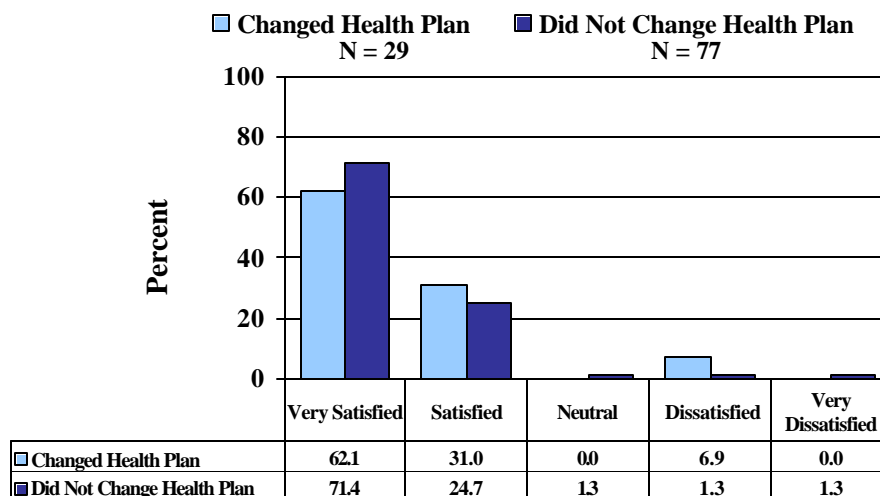
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 91: HCBS Caregiver Shows Respect Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



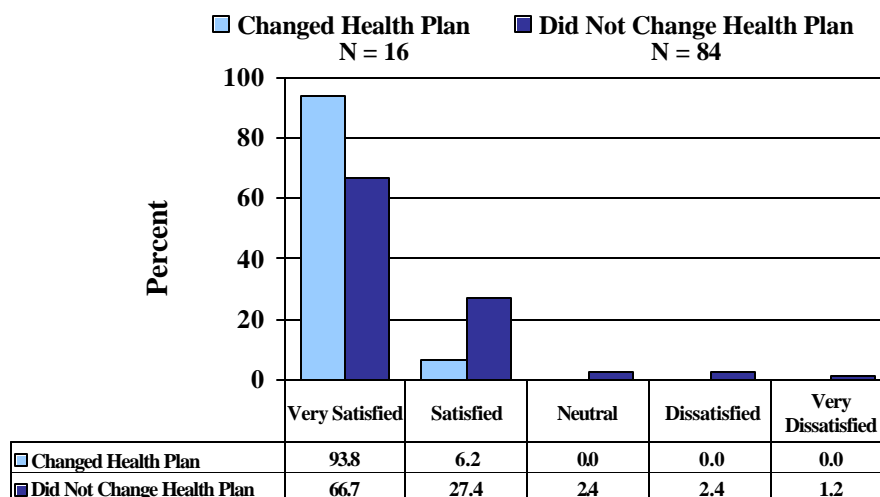
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 91: HCBS Caregiver Shows Respect Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



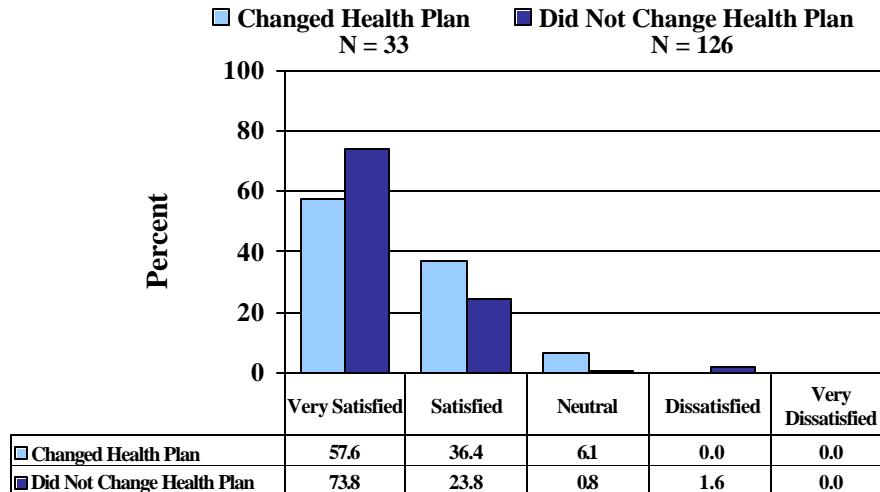
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 91: HCBS Caregiver Shows Respect Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



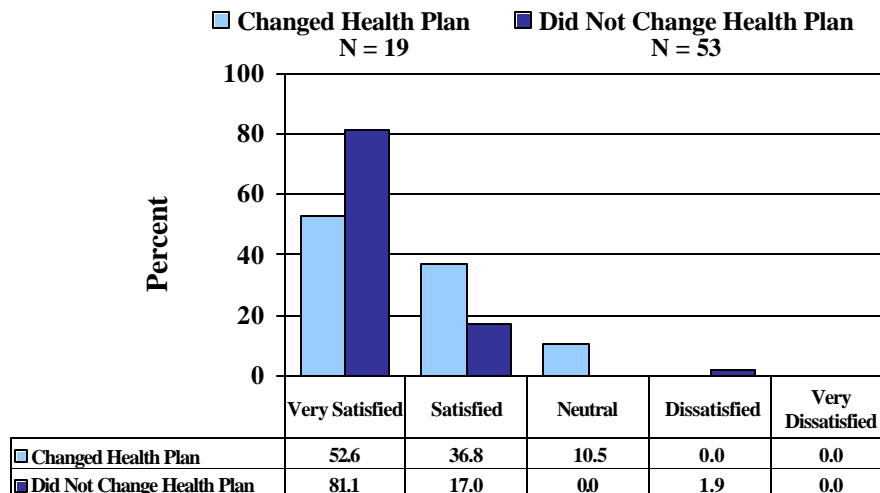
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 95: HCBS Caregiver Considers Cultural Needs Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



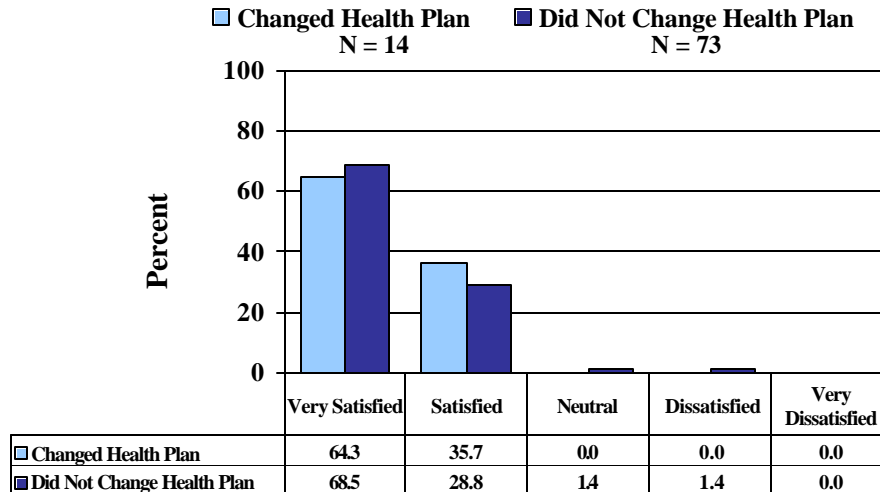
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 95: HCBS Caregiver Considers Cultural Needs Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



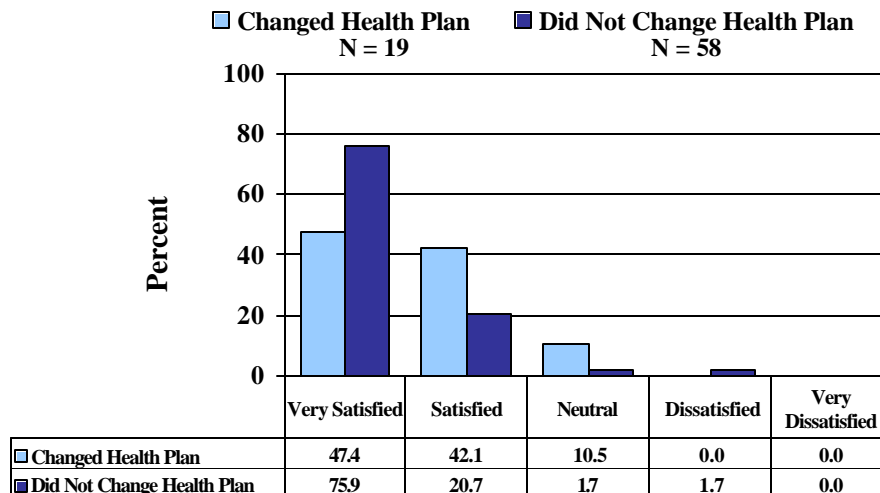
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results are statistically different (p-value = 0.019).

Question 95: HCBS Caregiver Considers Cultural Needs
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



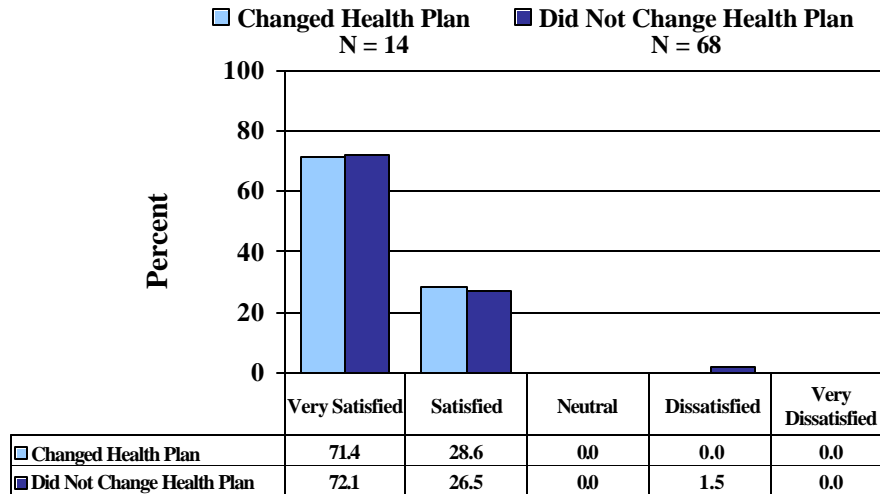
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 95: HCBS Caregiver Considers Cultural Needs
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

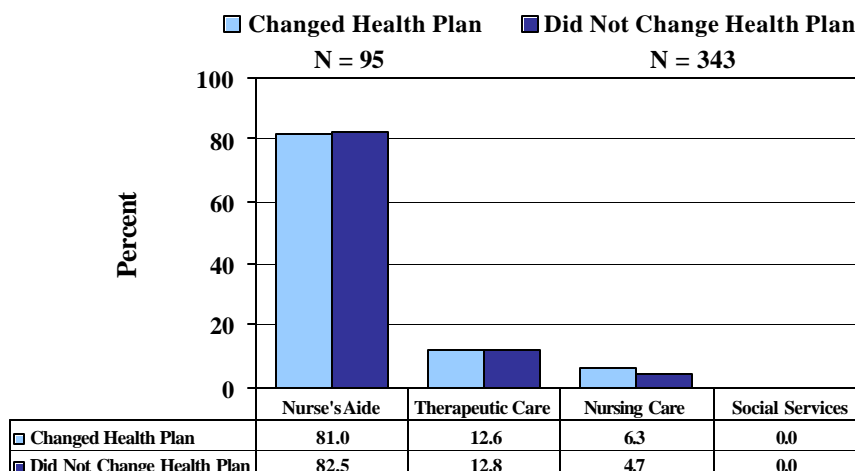
**Question 95: HCBS Caregiver Considers Cultural Needs
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent**



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

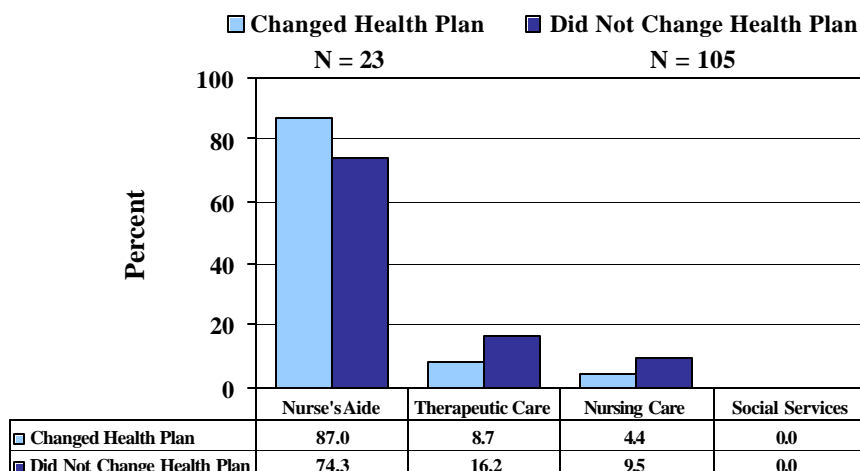
CAREGIVERS IN THE NF ENVIRONMENT

Question 100: Most Important Services for Consumers in Nursing Facilities, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



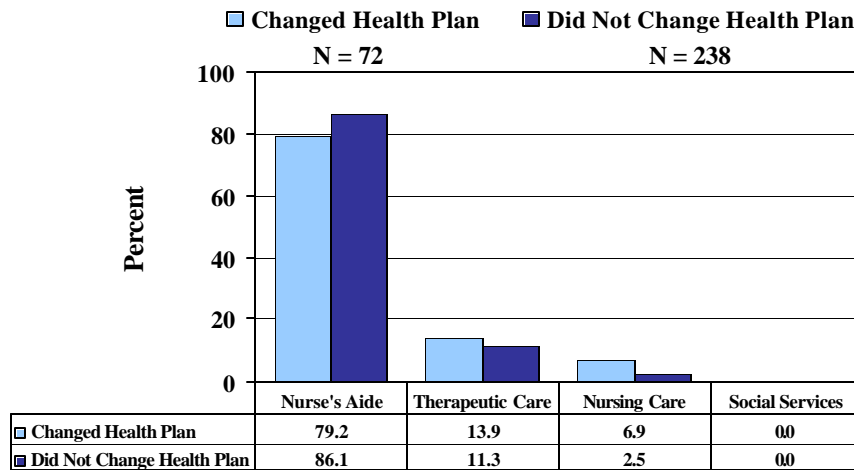
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 100: Most Important Services for Consumers in Nursing Facilities, Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



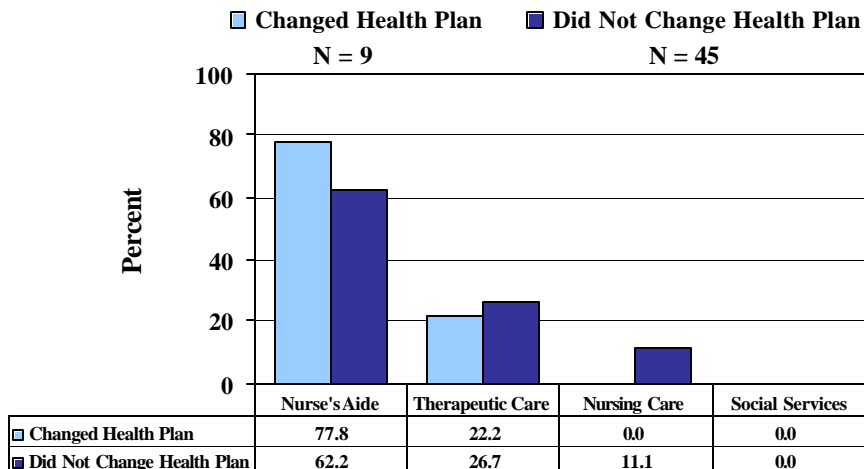
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 100: Most Important Services for Consumers in Nursing Facilities, Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



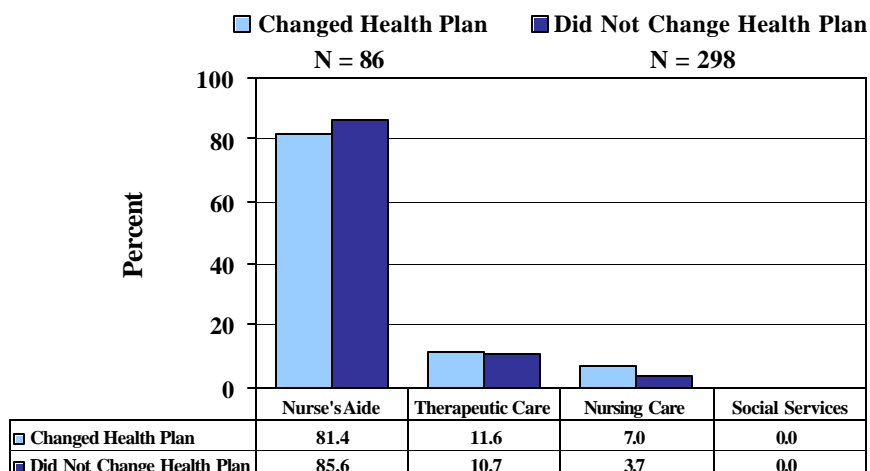
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 100: Most Important Services for Consumers in Nursing Facilities, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



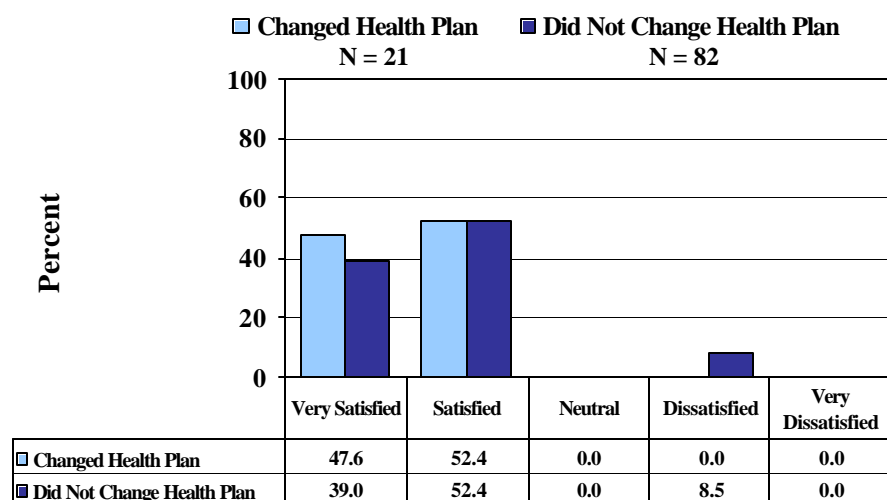
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 100: Most Important Services for Consumers in Nursing Facilities, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



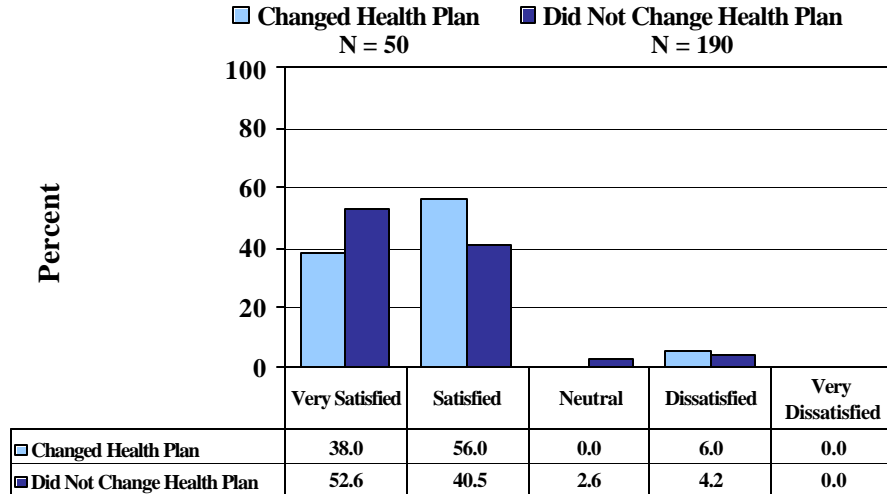
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 120: Overall Satisfaction with NF Caregiver Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



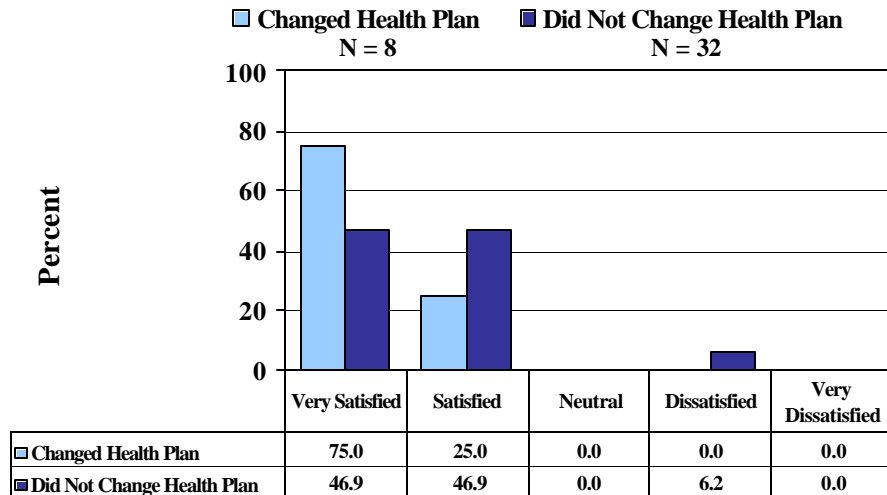
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 120: Overall Satisfaction with NF Caregiver
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



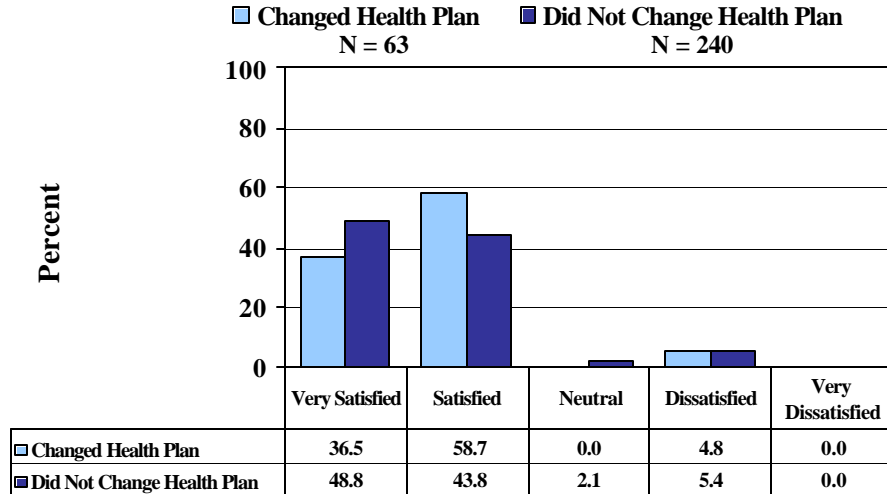
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 120: Overall Satisfaction with NF Caregiver
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



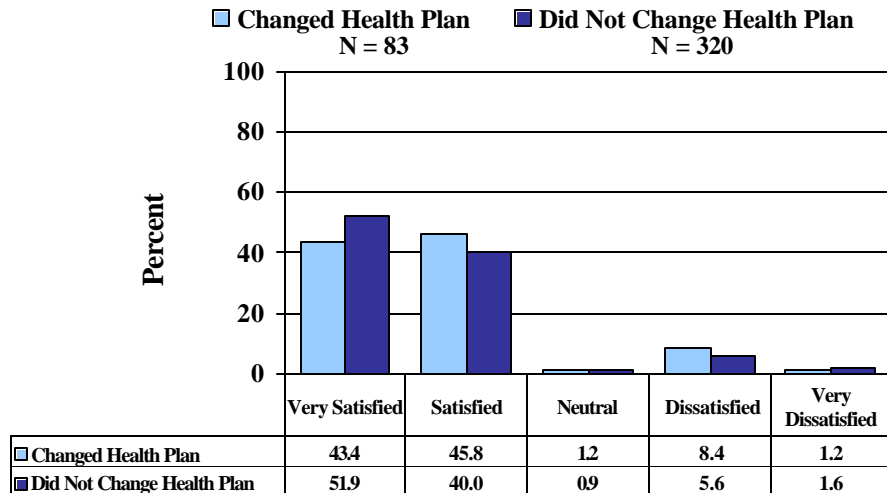
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 120: Overall Satisfaction with NF Caregiver
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent**



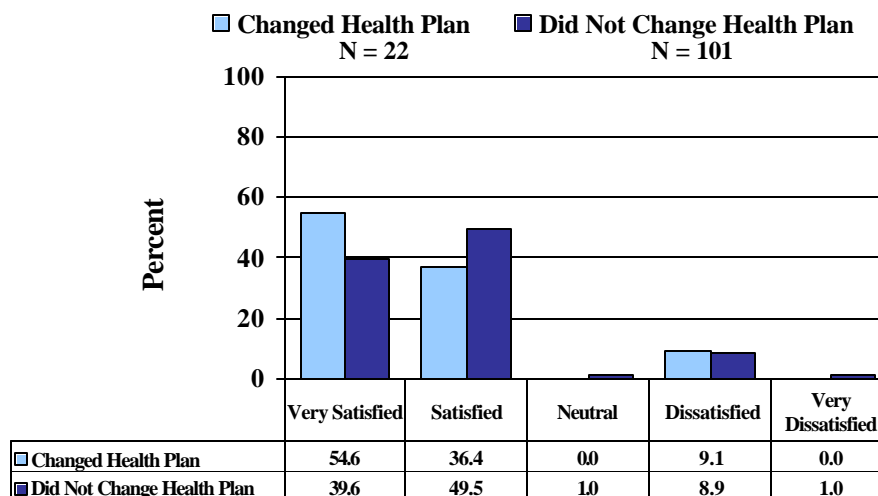
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 102: How Satisfied are you that your
NF Caregiver Listens, Comparison Among Consumers
Who Changed and Who Did Not Change Health Plans**



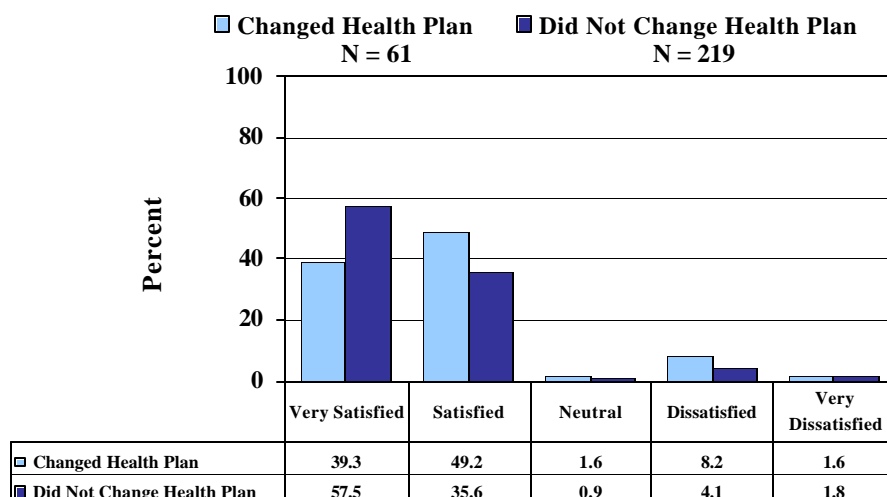
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 102: How Satisfied are You that Your NF Caregiver Listens, Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



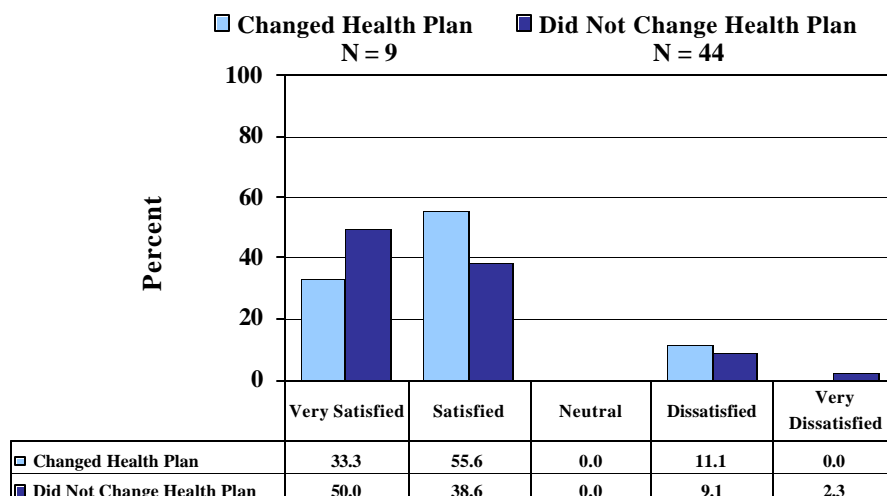
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 102: How Satisfied are you that your NF Caregiver Listens, Comparison Among Consumers 65 Years of Age or Older Who Changed Health Plans



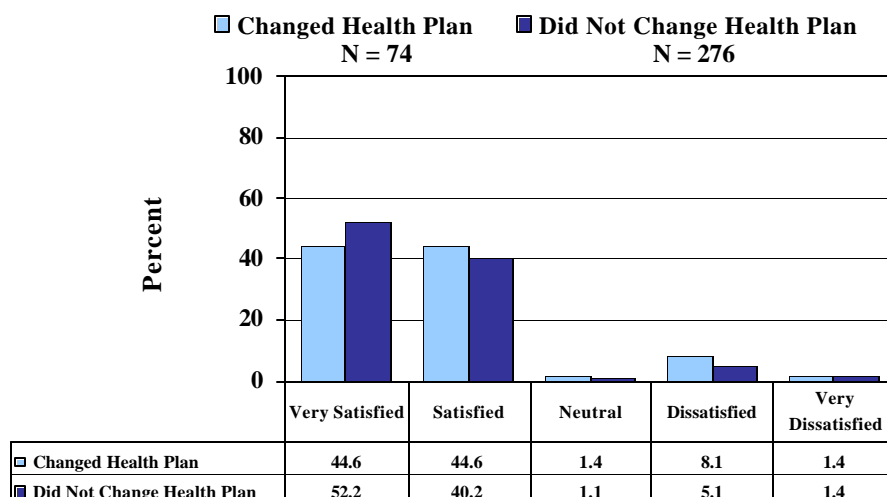
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 102: How Satisfied are you that your
NF Caregiver Listens, Comparison Among Consumers
Who Changed Health Plans, by Consumer Respondent



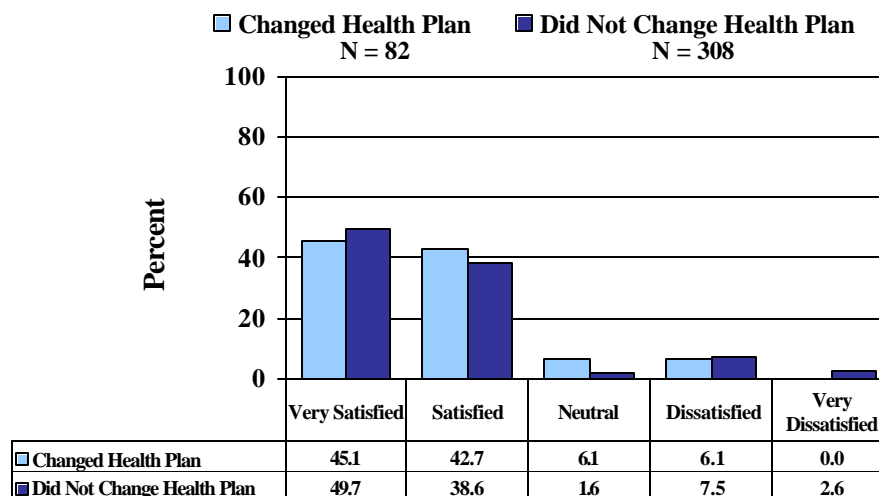
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 102: How Satisfied are you that your
NF Caregiver Listens, Comparison Among Consumers
Who Changed Health Plans, by Proxy Respondent



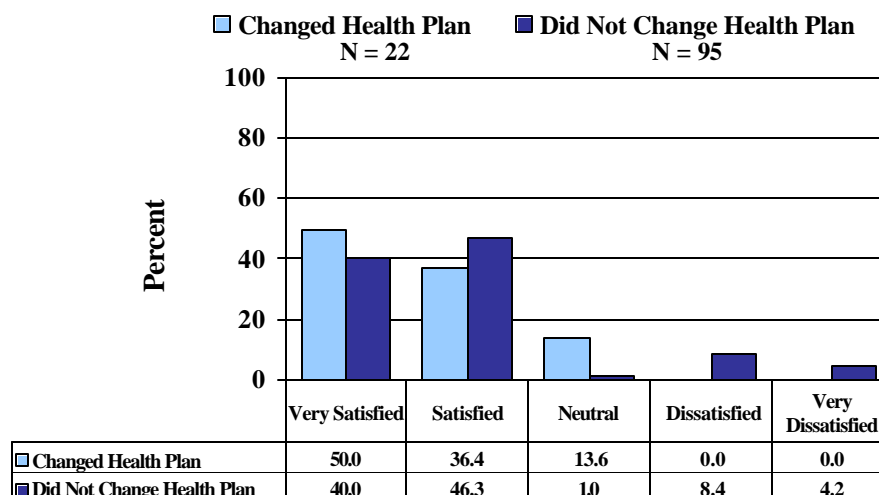
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 103: NF Caregiver Involves Consumer in Decision Making, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



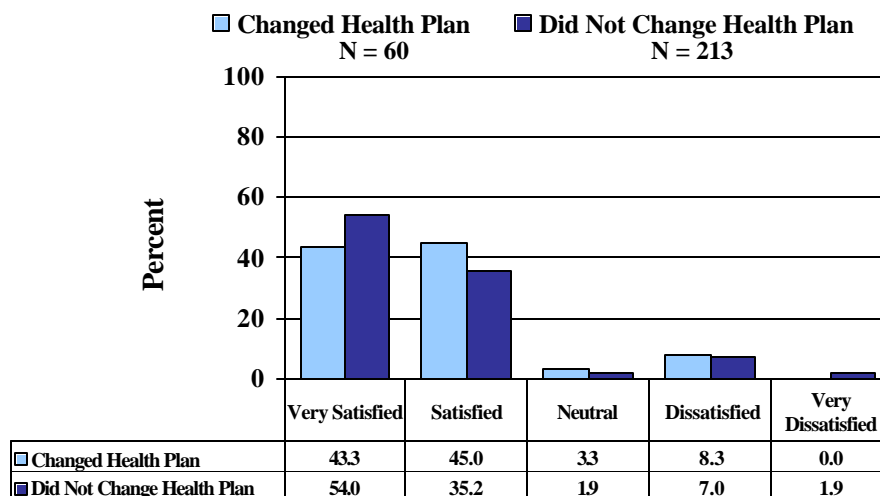
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 103: NF Caregiver Involves Consumer in Decision Making, Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



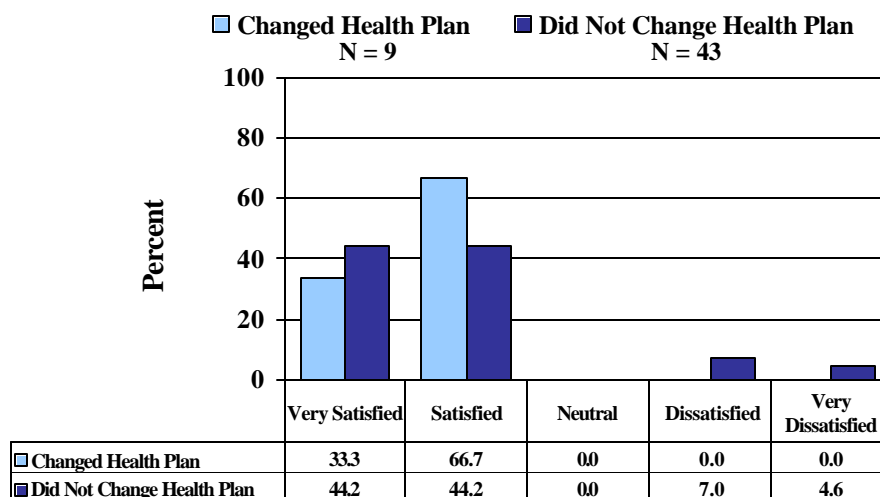
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.018).

Question 103: NF Caregiver Involves Consumer in Decision Making, Comparison Among Consumers 65 Years of Age Who Changed and Who Did Not Change Health Plans



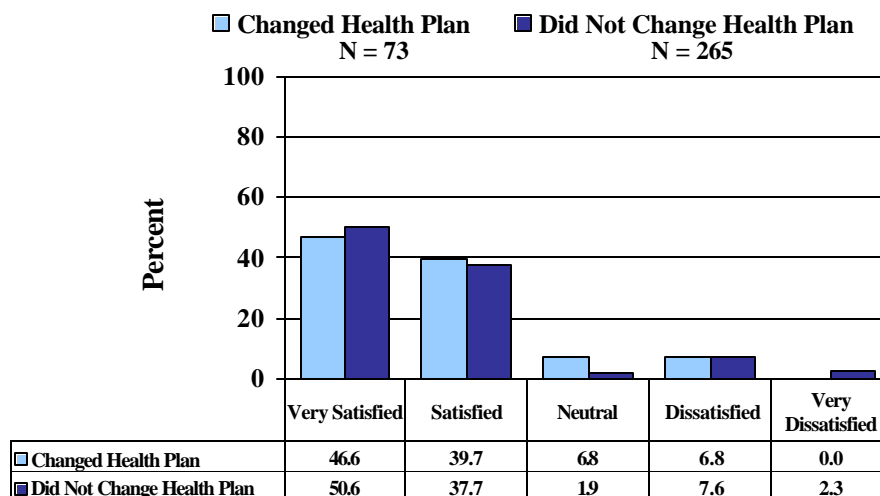
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 103: NF Caregiver Involves Consumer in Decision Making, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



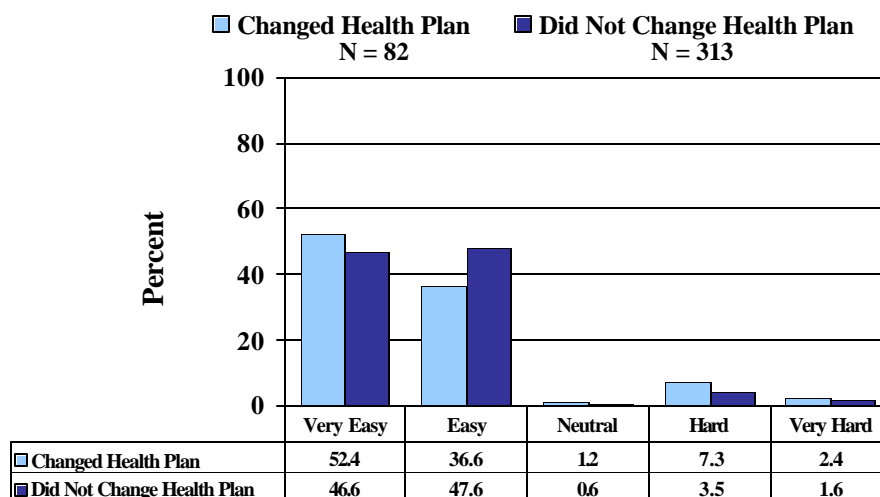
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 103: NF Caregiver Involves Consumer in Decision Making, Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



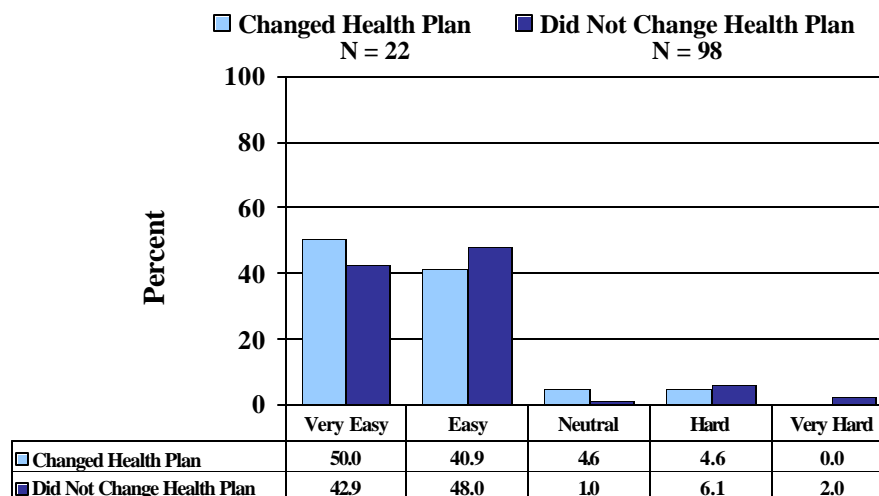
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

**Question 104: NF Caregiver is Reachable
Comparison Among Consumers Who Changed and Who Did Not Change Health Plans**



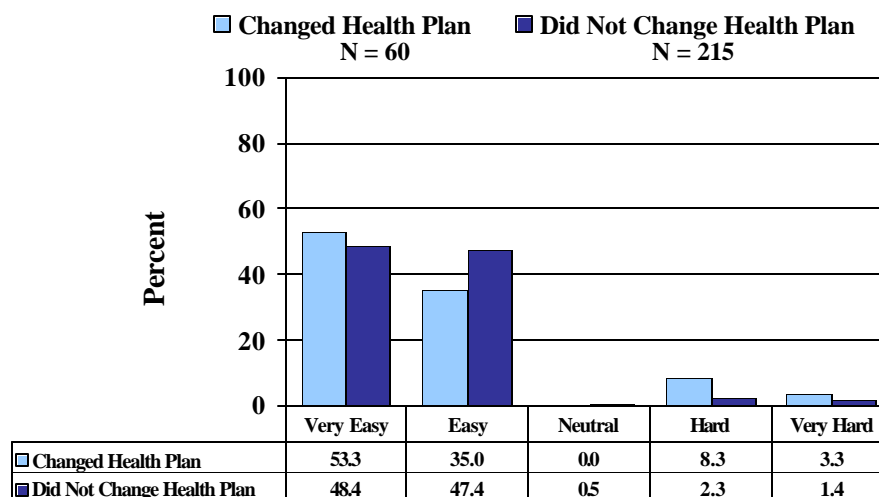
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 104: NF Caregiver is Reachable
Comparison Among Consumers 18 to 64 Years of Age
Who Changed and Who Did Not Change Health Plans



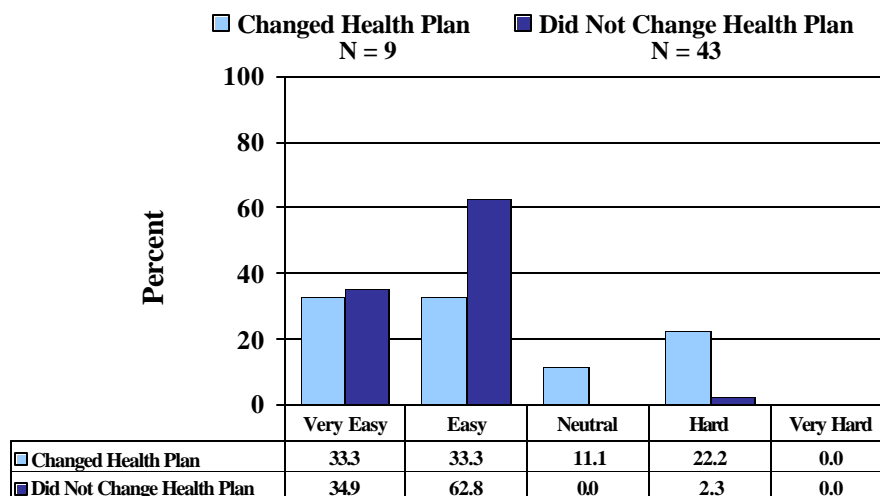
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 104: NF Caregiver is Reachable
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



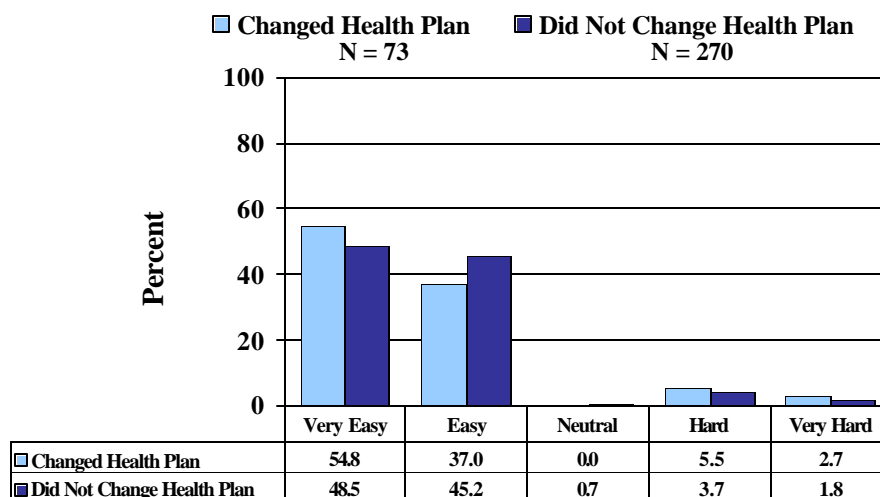
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 104: NF Caregiver is Reachable
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



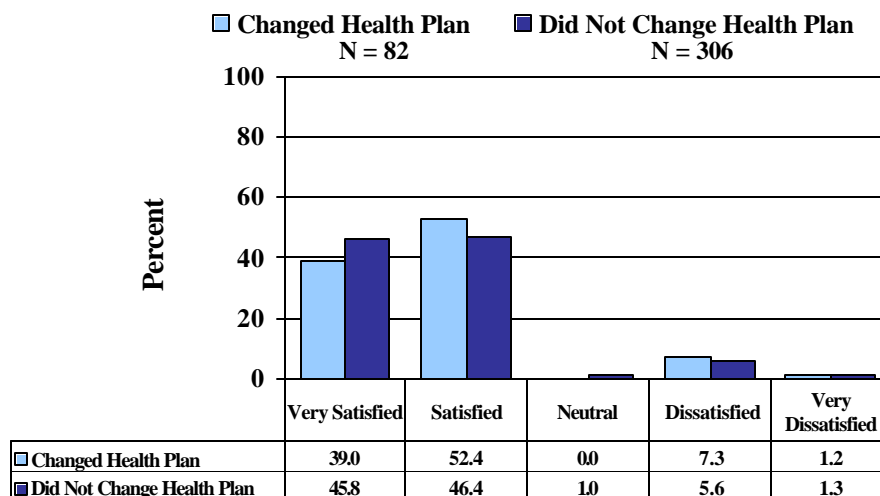
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.012).

Question 104: NF Caregiver is Reachable
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent



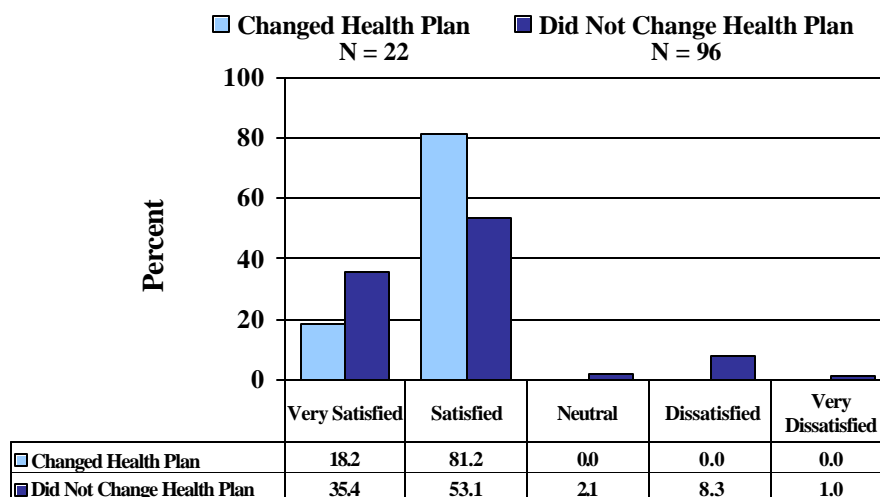
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 105: NF Caregiver Provides Help Needed Comparison Among Consumers Who Changed and Who Did Not Change Health Plans



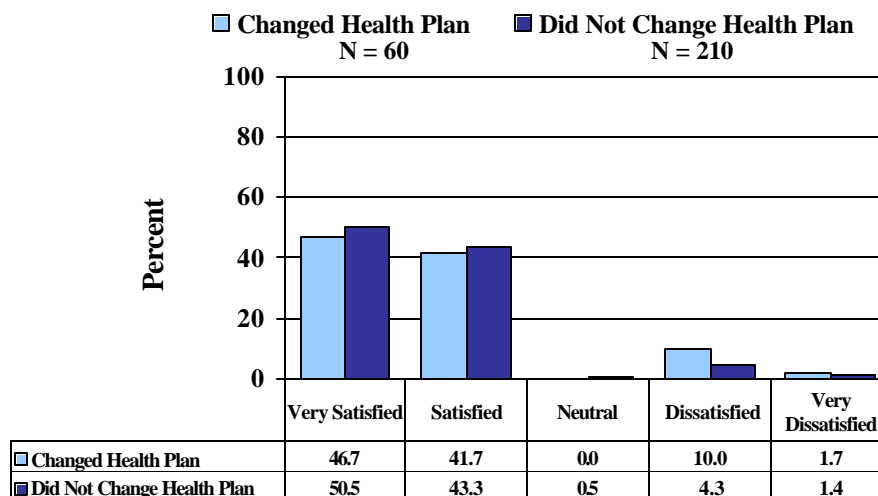
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 105: NF Caregiver Provides Help Needed Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



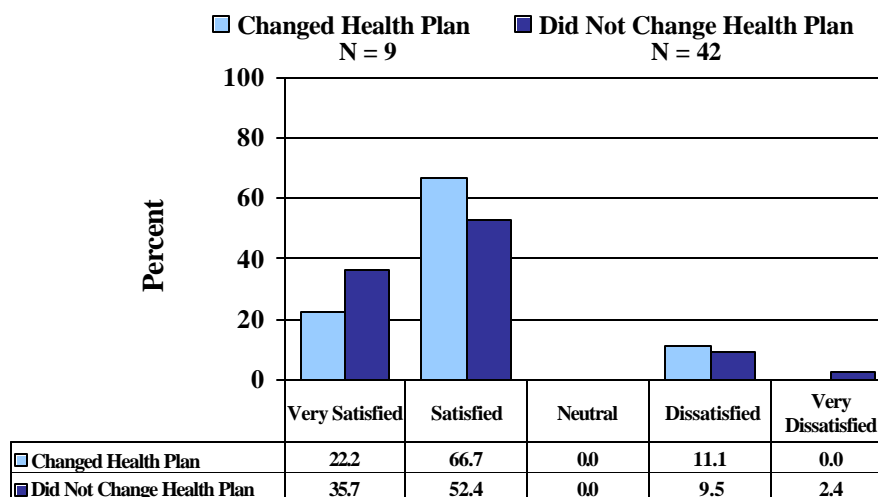
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 105: NF Caregiver Provides Help Needed
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



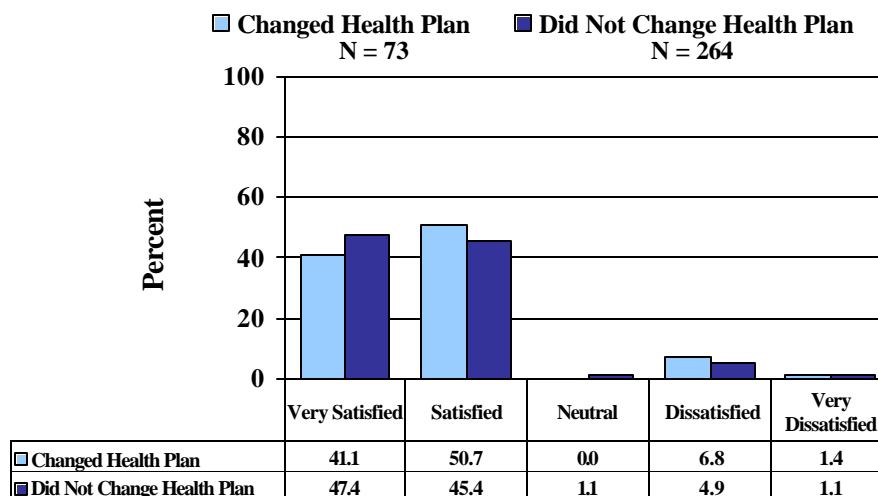
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 105: NF Caregiver Provides Help Needed
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



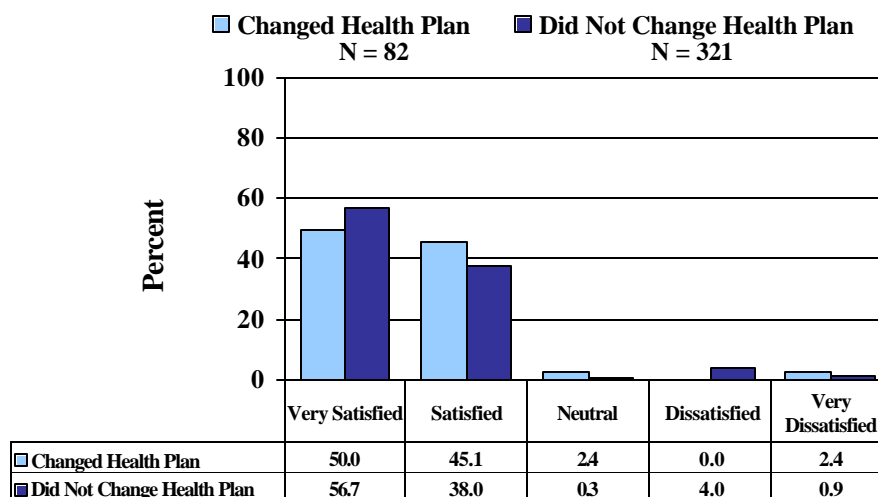
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 105: NF Caregiver Provides Help Needed Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



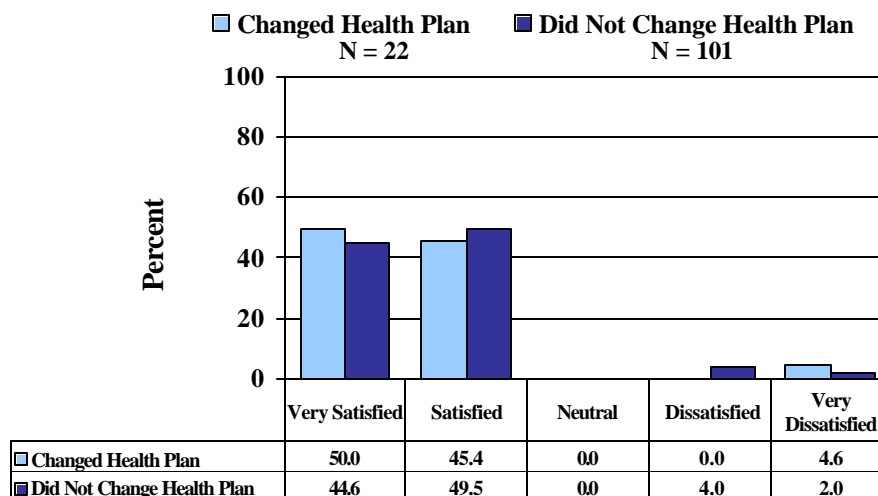
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 111: NF Caregiver Shows Respect Comparison Among Consumers Who Changed and Who Did Not Change Health Plans,



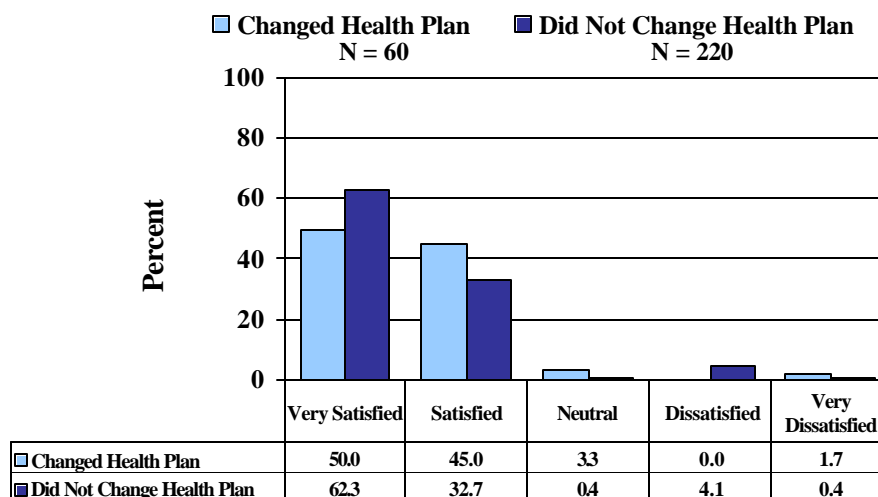
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.043).

Question 111: NF Caregiver Shows Respect Comparison Among Consumers 18 to 64 Years of Age Who Changed and Who Did Not Change Health Plans



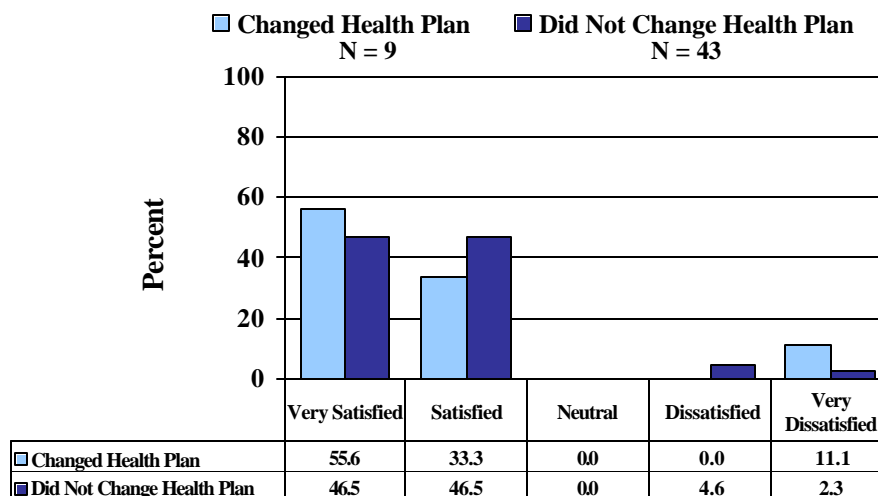
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 111: NF Caregiver Shows Respect Comparison Among Consumers 65 Years of Age or Older Who Changed and Who Did Not Change Health Plans



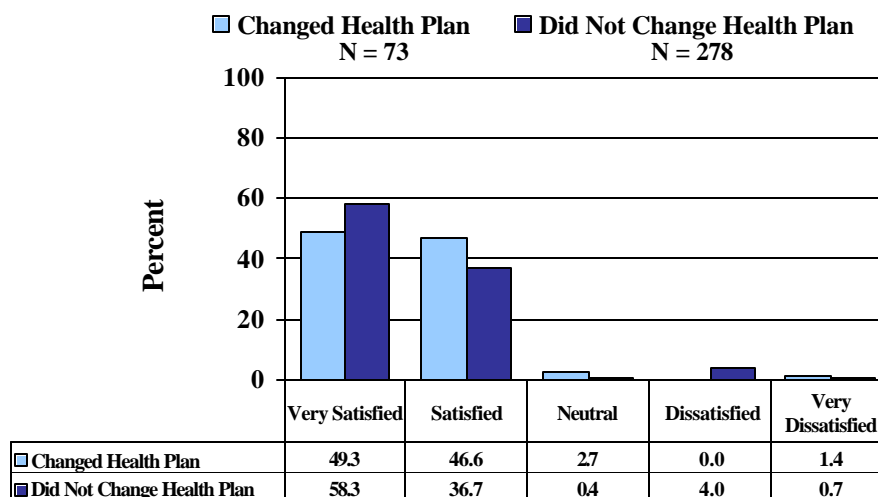
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results are statistically different (p-value = 0.036).

Question 111: NF Caregiver Shows Respect Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Consumer Respondent



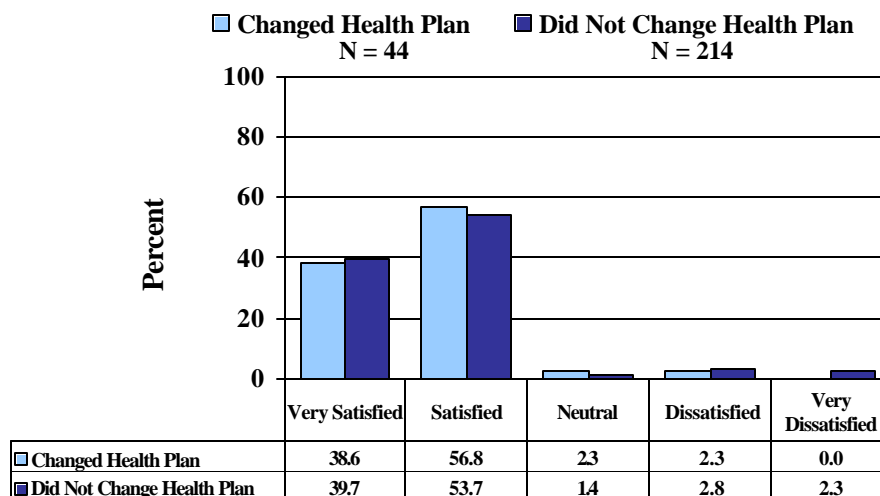
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 111: NF Caregiver Shows Respect Comparison Among Consumers Who Changed and Who Did Not Change Health Plans, by Proxy Respondent



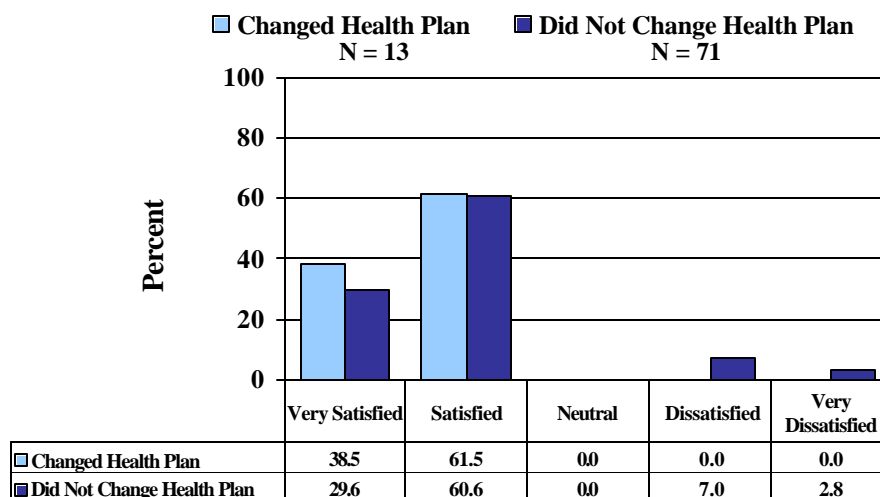
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 116: NF Caregiver Considers Cultural Needs,
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans



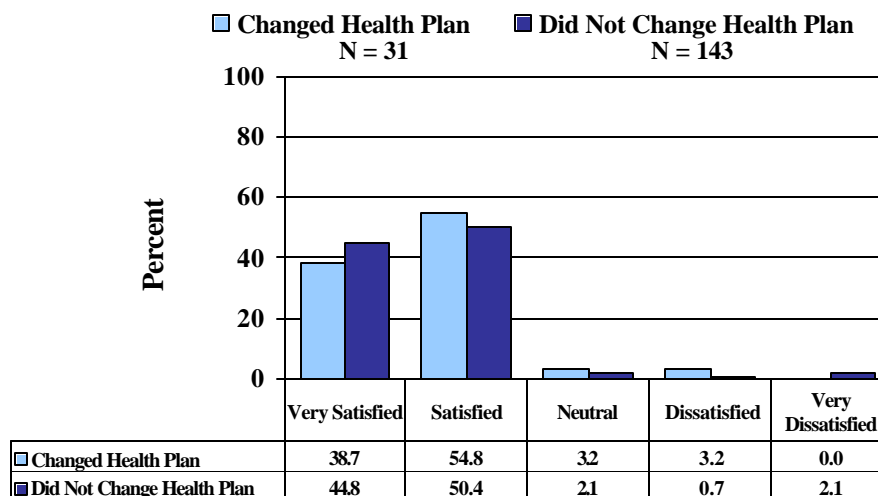
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 116: NF Caregiver Considers Cultural Needs,
Comparison Among Consumers 18 to 64 Years of Age
Who Changed and Who Did Not Change Health Plans



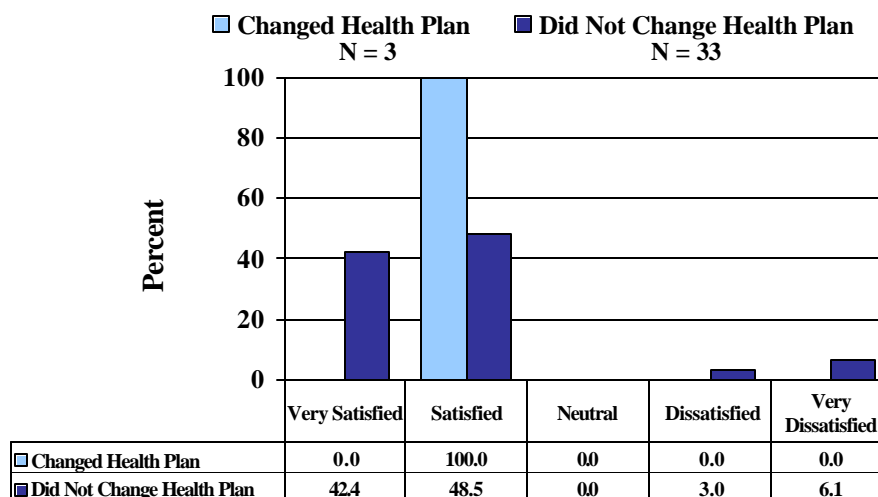
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 116: NF Caregiver Considers Cultural Needs,
Comparison Among Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans



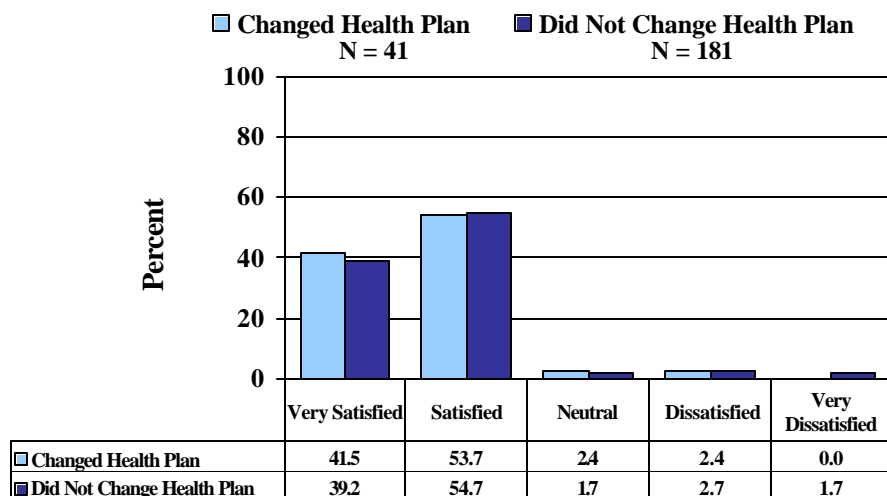
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 116: NF Caregiver Considers Cultural Needs,
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Consumer Respondent



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 116: NF Caregiver Considers Cultural Needs,
Comparison Among Consumers Who Changed and Who Did
Not Change Health Plans, by Proxy Respondent



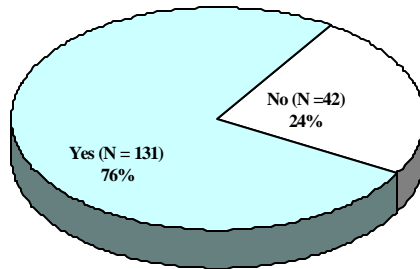
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

COMPLAINTS

2001 Survey

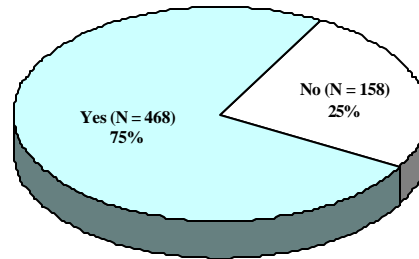
Question 130: Consumer Knows How to Contact ALTCS About Complaints After Seeking Help from Case Manager, by Consumers Who Changed and Who Did Not Change Health Plans

Total Respondents = 173



Changed Health Plans

Total Respondents = 626



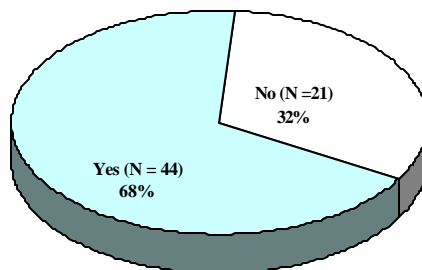
Did Not Change Health Plans

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

2001 Survey

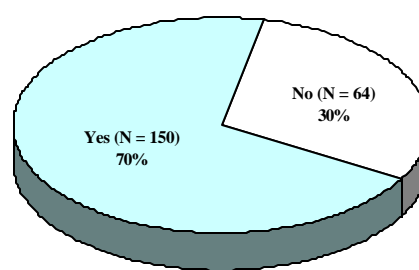
Question 130: Consumer Knows How to Contact ALTCS About Complaints After Seeking Help from Case Manager, by Consumers 18 – 64 Years of Age Who Changed and Who Did Not Change Health Plans

Total Respondents = 65



Changed Health Plans

Total Respondents = 214



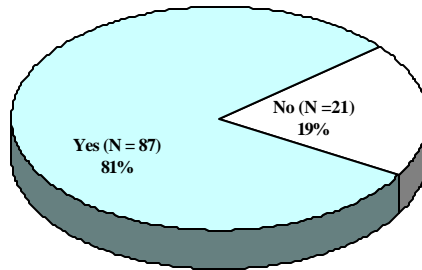
Did Not Change Health Plans

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

2001 Survey

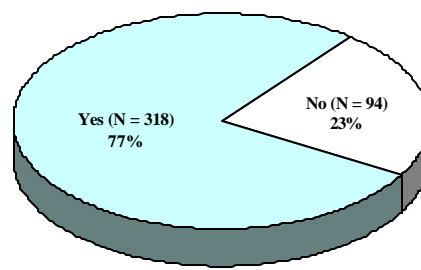
Question 130: Consumer Knows How to Contact
ALTCS About Complaints After Seeking Help from Case
Manager, by Consumers 65 Years of Age or Older
Who Changed and Who Did Not Change Health Plans

Total Respondents = 108



Changed Health Plans

Total Respondents = 412



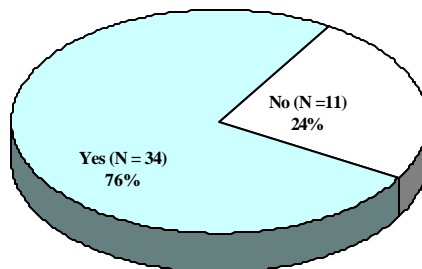
Did Not Change Health Plans

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

2001 Survey

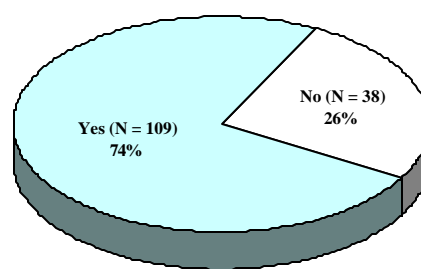
Question 130: Consumer Knows How to Contact
ALTCS About Complaints After Seeking Help from Case
Manager, by Consumer Respondents
Who Changed and Who Did Not Change Health Plans

Total Respondents = 45



Changed Health Plans

Total Respondents = 147



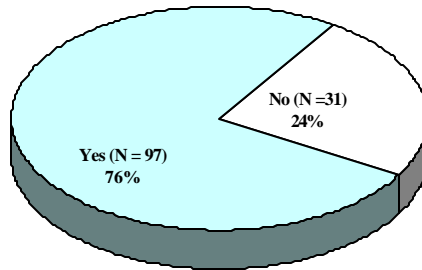
Did Not Change Health Plans

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

2001 Survey

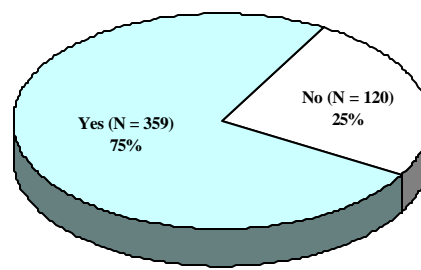
Question 130: Consumer Knows How to Contact ALTCS About Complaints After Seeking Help from Case Manager, by Proxy Respondents for Consumers Who Changed and Who Did Not Change Health Plans

Total Respondents = 128



Changed Health Plans

Total Respondents = 479



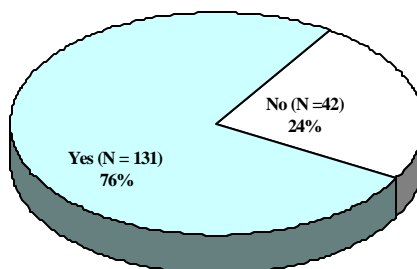
Did Not Change Health Plans

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

2001 Survey

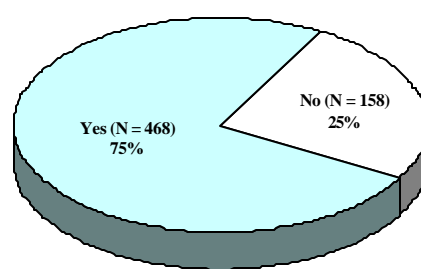
Question 130: Consumer Knows How to Contact ALTCS About Complaints After Seeking Help from Case Manager, by Consumers Who Changed and Who Did Not Change Health Plans

Total Respondents = 173



Changed Health Plans

Total Respondents = 626



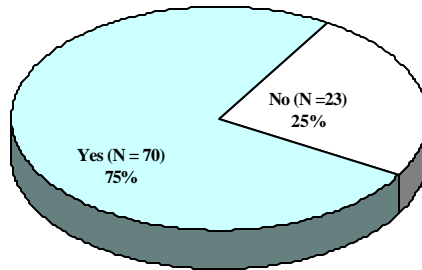
Did Not Change Health Plans

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

2001 Survey

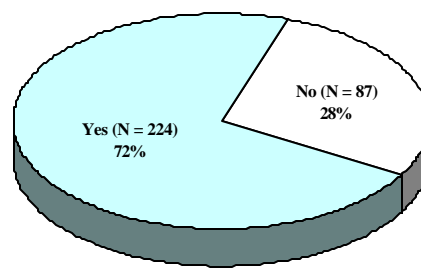
Question 130: Consumer Knows How to Contact ALTCS About Complaints After Seeking Help from Case Manager, by HCBS Consumers Who Changed and Who Did Not Change Health Plans

Total Respondents = 93



Changed Health Plans

Total Respondents = 311



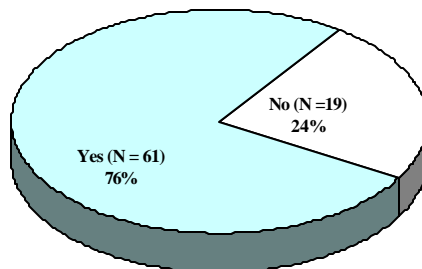
Did Not Change Health Plans

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

2001 Survey

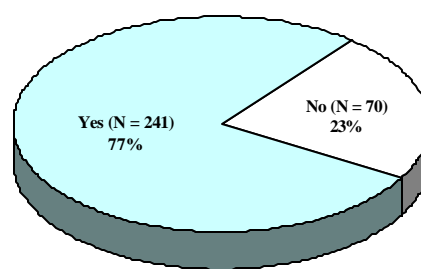
Question 130: Consumer Knows How to Contact ALTCS About Complaints After Seeking Help from Case Manager, by NF Consumers Who Changed and Who Did Not Change Health Plans

Total Respondents = 80



Changed Health Plans

Total Respondents = 311



Did Not Change Health Plans

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.